

IT Patient Safety Office

Information
Technology (IT)
&
Patient
Safety



Veterans Health Administration

The IT Patient Safety Office

Our focus:

The IT Patient Safety Office, within the Office of Health Information (OHI), supports VA health information systems. We focus on providing safe, effective, and quality healthcare. IT is a key factor in providing accurate and useable information to assist clinicians, nurses, pharmacists, allied health care professionals, and other personnel who interact with and provide quality healthcare to patients.

What is an IT Patient Safety issue?

An IT Patient Safety issue is any current or potential issue involving IT that could adversely affect patient care, such as: inaccurate clinical data, mis-association of patient/clinical data, orders being missed or inappropriately changed, or problems with allergies- and order-checking.

IT includes: software, hardware, and the electronic transmission of health information.



Our Expertise:

Our team represents a broad spectrum of healthcare disciplines, with backgrounds in:

- ▶ Pharmacy
- ▶ Nursing
- ▶ Laboratory
- ▶ Bar Code Medication Administration (BCMA)
- ▶ Patient Safety Management
- ▶ Social Work
- ▶ Cognitive Engineering
- ▶ Research
- ▶ Administration

Our Partners:

IT Patient Safety has working relationships with several VA offices including:

- ▶ The National Center for Patient Safety
- ▶ Pharmacy Benefits Management Services
- ▶ Requirements Analysis Engineering Management, OHI Enterprise Systems Management
- ▶ Patient Care Services
- ▶ Office of Nursing Services
- ▶ Bar Code Resource Office
- ▶ Office of Information and Technology

How to report an IT Patient Safety issue:

1. Facility healthcare staff identify an actual or potential IT Patient Safety issue
2. The facility reports the issue through the local Clinical Application Coordinator (CAC) or local IT support personnel, with the following required information:
 - ▶ Description of the problem (with specific risk to a patient)
 - ▶ How the problem was identified
 - ▶ Healthcare workflow or process
 - ▶ Description of any workarounds being used to mitigate the problem
 - ▶ Possible recommendations

Detailed instructions on how to report an issue may be found on our Web site:

<http://vawww.vhaco.va.gov/HDI/oipatientsafety.asp>

3. The facility requests and retains the issue tracking number (i.e. Remedy™ ticket)
4. The IT Patient Safety Office analyzes the reported issue for follow-up action. IT Patient Safety Issue Reports and Alerts are posted on our Web site: <http://vawww.vhaco.va.gov/HDI/oipatientsafety.asp>

How to contact IT Patient Safety

By email:

VHA 19 HDI Patient Safety

Through VA's intranet:

<http://vaww.vhaco.va.gov/HDI/oipatientsafety.asp>

By mail:

113 Holland Ave
OIFO
Albany, NY 12208

Phone:

518.449.0669



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Office of Health Information
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