# A Monitoring Tool for Detecting Harm: Global Triggers

### The Problem

Traditional methods of identifying adverse events (such as incident reporting) may not be comprehensive enough to capture all adverse events. The IHI (Institute for Healthcare Improvement) Global Trigger Tool provides a way to measure and monitor the overall level of harm within a hospital from the perspective of the patient. BIDMC began using this process in March 2008.

## Aim/Goal

The Global Trigger Tool provides a mechanism to identify sources of harm so that performance improvement interventions may be developed to prevent these events in the future.

#### The Team

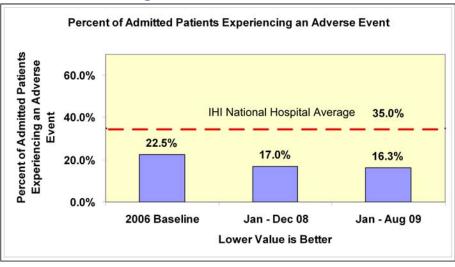
- Bonnie Austin RN Quality & Safety Data Abstractor
- Alex Carbo MD Hospitalist
- Mary Fay RN Patient Safety Coordinator
- Cheryle Totte RN Patient Safety Coordinator
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## The Interventions

The Trigger Tool is applied in a retrospective review of 20 records per month.

- > 10 patient records from the total population of discharged patients are randomly selected every 2 weeks.
- A team of 2 RN's review each record for triggers (i.e. elevated INR, readmit within 30 days, glucose < 50 mg/dl)
- If a trigger is found there is a focused review to determine if harm is associated with the event
- If harm has occurred there is a scale of severity assigned to each event
- Findings are reviewed each month with physician leader
- Cases noted to have a higher level of harm are reported to the QI Director of the department involved

# The Results/Progress to Date



**Dotted red line** represent the average percentage for hospitals as they begin to use the Trigger Tool . **Blue bars** represent BIDMC findings .

### Lessons Learned

- Results from a pre-Global Triggers chart review (2006) were not significantly different from current chart review findings. Levels of harm at BIDMC are below the IHI benchmark.
- Trends of vulnerability that have emerged (delirium, UTI, SSI) are consistent with issues previously identified and support process improvement interventions already underway.

# Next Steps/What Should Happen Next

Continue to utilize the IHI Global Triggers Tool to monitor areas of vulnerability previously identified and to identify additional issues that may contribute to patient harm.





