


MEDSTAR BACKGROUND

Founded
1998
Private health care organization

Hospitals
10 Hospitals
Research Institute
More than 100 care sites



Locations
Maryland
Washington D.C
Virginia

Employees
28,061 Associates
5,600 affiliated physicians

PROJECT BACKGROUND

RL Solutions
Patient Safety Event Reporting Software

Report Type

- Paper (~11% reporting)
- RL Solutions (~57% reporting)
- ~32% both

Lab & Specimen **Blood Product**

PROBLEM STATEMENT

- Lack of Standardization
- Complex User Interface
- Late Reporting

RL Solutions is **not being utilized** as **effectively** as it could be among MedStar's hospitals.

SOLUTION

User Interface Changes



Conditional Selection



Hover Text



Form Restructuring



Added Specific Event Types & Categories

Standardized Data Dictionary

Standardization of the Specific Event Types and **integrated with hover text** into RL Solutions.

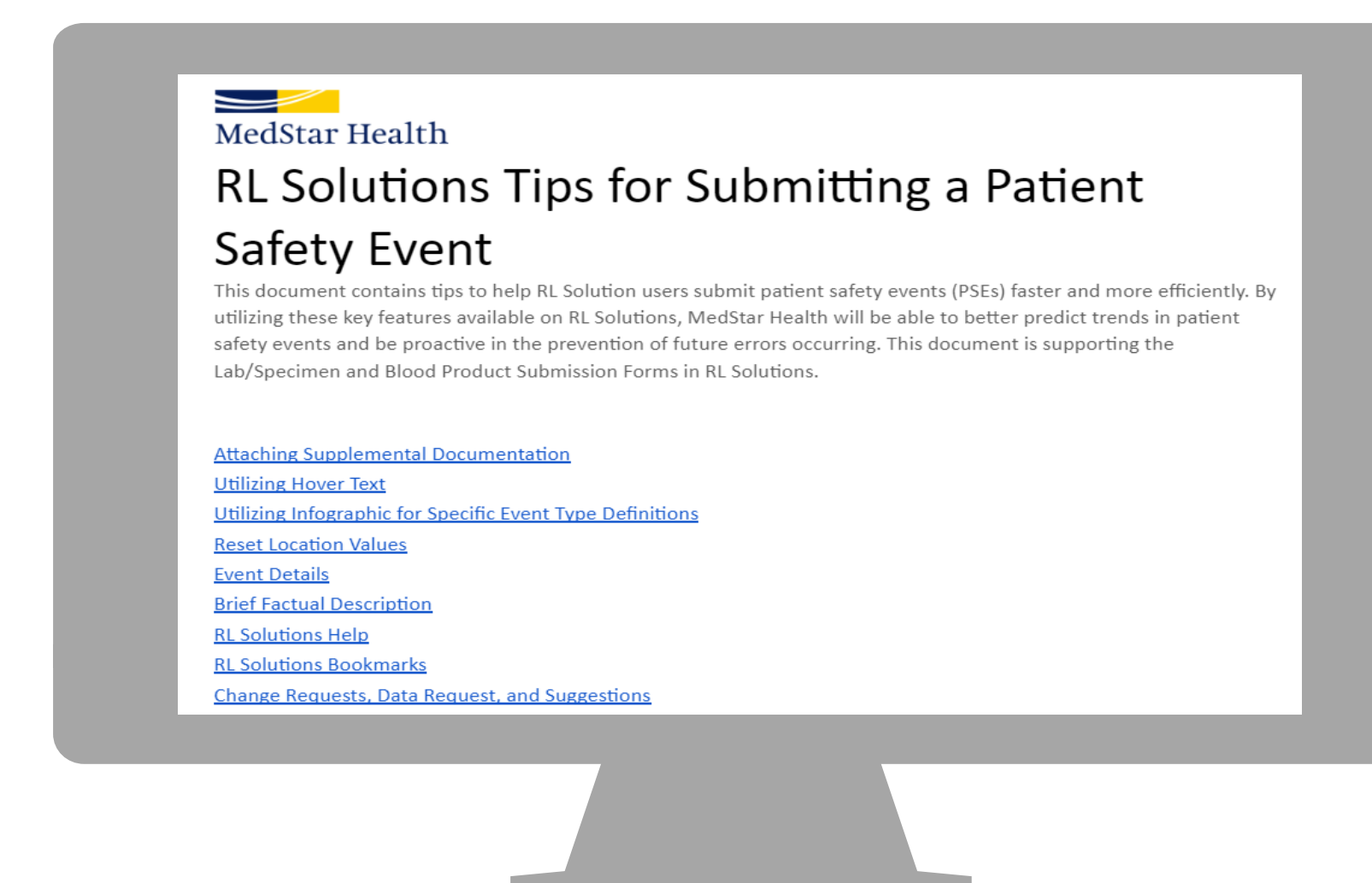
17 Standardized definitions

2 New specific event types

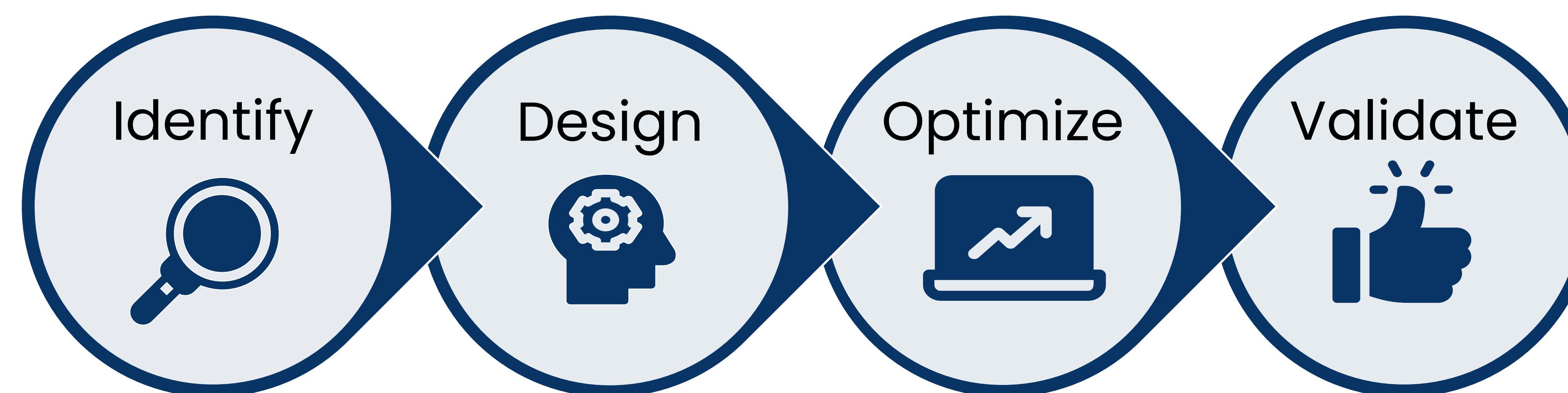
14 New subcategories

Educational Resources

Utilized hyperlinks to allow users access to **infographics and searchable documents** in the report.



PROJECT APPROACH



User Testing → Share resources → Simulation Environment → System Usability Survey

RESULTS

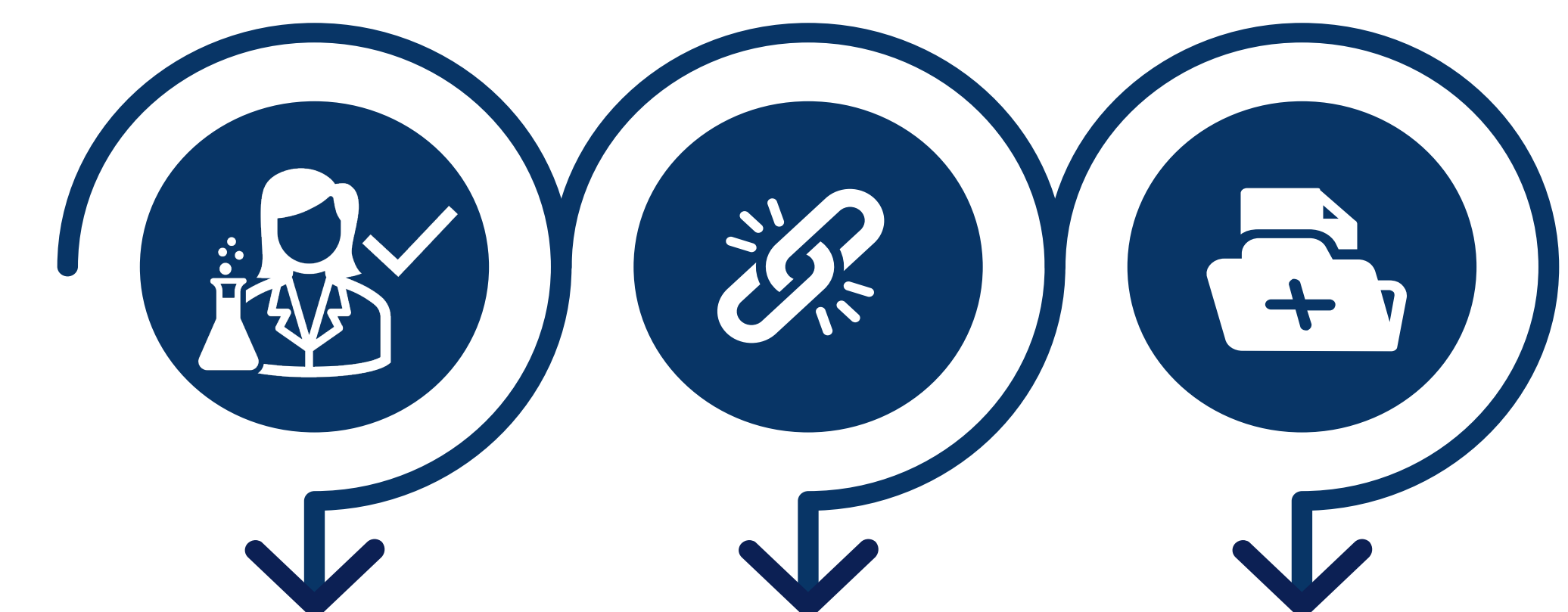
73% → 79%

System Usability Score Improvement

Feedback:

- ✓ 100% of users had **"easier and faster experience"**
- ✓ More **accurate categorization** of events
- ✓ Better data for **high-level analysis**

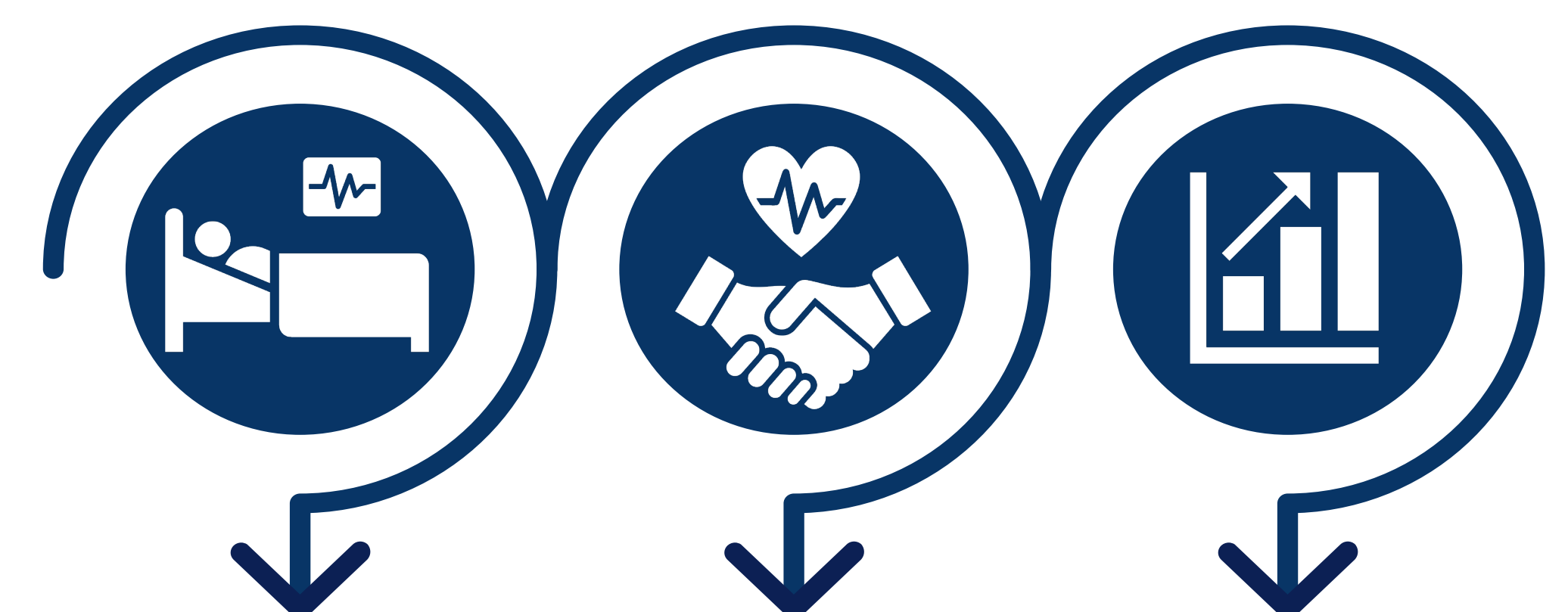
PREDICTED IMPACT



6% Increased usability for RL Solutions users

Increased synchronicity in event & report date

Reduction of wrong event types selected



Increased patient satisfaction and care

Re-establishing MedStar as a **High Reliability Organization**

Easier to identify trends and **prevent future errors**

The improved RL Solutions will **increase patient safety and quality of care** at MedStar Hospitals.