**Evaluation of a text-based event reporting process on resident event reporting rates**

RB Jones, CL Devin, D Chalikonda, B Menachem, R Kanesa-Thasen, K Klinger, supporting members of the Housestaff Quality Safety Leadership Council, B Babula, R Jaffe; Housestaff Quality Safety Leadership Council

**BACKGROUND**
Voluntary event reporting is crucial to identify problem areas in healthcare. At TJUH, resident reporting from July to February during FY19 represented 2% of all reports, compared to nursing who accounted for 77% of reports. Resident physicians witness events but do not report events, lacking reinforcement on how and what to report, and a mindset of not wanting to cause trouble (1,2). Our project aimed to lower the barrier of high administrative reporting burden for residents to report events by creating a HIPAA-compliant, mobile event reporting system.

**METHODS**
We identified TigerText as a secure texting mobile platform already in use by residents as the platform for the pilot (see top image on right). Residents received education on how to report events to the account and use by residents as the platform for the pilot (see top image on right). We identified TigerText as a secure texting mobile platform already in use by residents as the platform for the pilot (see top image on right). Residents received education on how to report events to the account and use by residents as the platform for the pilot (see top image on right).

**RESULTS**
- Text-based reports compared to the process map numbers may be seen on the right, the numbers of reports improved with daily reminders.
- Medicine residents reported that they did not remember that the text-based reporting system existed, but daily reminders to medicine residents alleviated this problem, surgery residents had consistent participation despite lack of reminders.
- Feedback about the texting service was positive from attendings and residents, stating that they “would definitely use a texting service if available” and that the ease of reporting via text made it more likely for them to report.
- Constructive feedback included linking a patient’s record directly to CS-STARS, more frequent reminders about the service and a more clear option to be anonymous in submitting the report.
- After certain high acuity events were reported, some residents reported unexpected additional meetings and emails related to the event that were not necessarily desirable.

**DISCUSSION**
- Reducing the clerical burden of entering events into a tedious system improves resident event reporting but alone is not sufficient, attending modeling and incorporating into daily work are necessary as well.
- Residents may benefit from continued education on what constitutes a patient safety event.
- Anonymity with event reporting remains an issue when preserving the feedback system. Clarity on what can be expected after reporting is vital.

**References**