CPUP Quality and Safety
Focus on event reporting: Racism

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Background

Actual CPUP PMSN submission.
Patient was very rude and started a altercation after getting into elevator then proceeded to verbal assault me. Follow we around the stair well of the elevator and back into elevator outside. he brought into racial slurs and intimidation he then followed me around I guided him the front desk since he wanted to make a claim against me. I called penn police and had a report filed.

Using descriptors to capture frequency and location of racism events, CPUP had 3 reported this FY.

<table>
<thead>
<tr>
<th>Reporter Role</th>
<th>Department</th>
<th>Location</th>
<th>Manager(not RN)</th>
<th>Medical Assistant</th>
<th>Grand Total</th>
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<td></td>
<td>MEDICINE</td>
<td>879 ALLERGY PM</td>
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<tr>
<td></td>
<td>NOT APPLICABLE</td>
<td>PENN MEDICINE U</td>
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<td></td>
<td>1</td>
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<tr>
<td></td>
<td>PATHOLOGY AND LAB</td>
<td>761 PATH LAB VAL</td>
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<td></td>
<td>1</td>
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<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>
Capturing racism events with descriptors below

- Describe the Event: contains racism
- Describe the Event: contains racist
- Describe the Event: contains racial slur
- Describe the Event: contains racial comment
- Describe the Event: contains racial
- Describe the Event: contains racial bias
- Describe the Event: contains Diversity
- Describe the Event: contains inclusion
- Describe the Event: contains equality
- Describe the Event: contains discrimination
- Describe the Event: contains minority
Problem statement

Low reporting of racism is multifactorial and can be confounded by

- Not knowing where to report
  - PMSN
  - Midas
  - 215-4-COMPLY
- Not trusting the system
  - Who sees the report?
  - Who responds to the report?
- Not knowing when to report
  - Is this really happening?
  - Should I accept / ignore the incident?
Current condition / Patient or Visitor to Provider

Employee/Affiliate/Visitor Submission Form

Table of Contents

- PLEASE REPORT OBJECTIVE INFORMATION ONLY!
- Event Details
- Person Affected
- When and Where Event Occurred...

File Status

2 of 10 total fields completed.
2 of 15 mandatory fields completed.

Employee/Affiliate/Visitor Event
An event involving any undesired or unexpected occurrence during an employee, affiliate, or visitor's normal course of work while on hospital or associated grounds during working hours. Includes burns, falls, needle sticks, being struck by someone or something, overexertion, etc. Affiliates include all contract workers, physicians, students, or volunteers.

Is This Covid19(Coronavirus) Related? *

Specific Event Type

If Other, Please Specify

Racism
Ideal state

Critical to quality

- Racism would have its own discrete field in PMSN.
- Racism reports are balanced with reacting and responding.
- Racism events are tracked and trended for process improvement.
Next steps

Inputs:
Encourage PMSN reporting using either Professional Conduct form or Employee / Affiliate form.

Outputs:
React and respond to the event.
Track and trend event for hot spots.

Measuring success:
Option 1: Schedule report delivery of racism events using all the descriptors or
Option 2: Schedule report delivery of racism events using discrete fields for “discrimination” or “other / racism.”
“A patient’s refusal of care based on the treating physician’s race or ethnic background can raise thorny ethical, legal, and clinical issues — and can be painful, confusing, and scarring for the physicians involved. And we fear that race-based reassignment demands will only increase as the U.S. physician population becomes more racially and ethnically diverse.”

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