We welcome our Medical Staff feedback to let us know what we can improve upon to best serve our patients. This is an introduction to our Safety and Feedback Event system better known as SAFE. SAFE is used to report **Risk** events such as *Unsafe Conditions, Near Misses & Adverse Events* and **Feedback** which captures your *Concerns and Suggestions*. The system is set-up to be quick and simple to use. It is as easy as clicking on the icon and letting the system guide you. If needed, this introduction will provide you with an overview of "How to enter a SAFE event".

Why use SAFE: The icon is on DMC's intranet and can be accessed 24/7. This is better than a hallway conversation that may be forgotten by whomever you are speaking with. Once a form is completed it will go to the Department Manager, Division Director, Risk Management (when there is harm), and the Division VP. All reports must be reviewed at each level and brought to closure. This means you can be assured your file has been reviewed and addressed. SAFE affords us the ability to track and trend data to improve care to our patients and support the medical staff in those same efforts.

Logging into :

1. Click on the **'SAFE'** icon on Dekalb"s Intranet enter your Active Directory (AD) user name <employee number> and password (the same password you use to log into your PC)

2. Or if within SCM click on the 'Safety & Feedback Events icon located on your toolbar

3. Or Click on **'Anonymous**

4. Contact 1-5757 if you are experiencing difficulty logging in.

Initiate a File:

1. Click the New File button on the Navigation Toolbar.
2. (Optional) To locate a specific form:
   a. Click inside the textbox labeled **Find a form**
   b. Enter keywords or a form name
      (i.e. Complaint or Feedback)
   c. Icons will filter to match search criteria
3. Click on an icon to view the submission form.

Fill in the Form

1. At a minimum, complete all of the required fields marked with green asterisks.

2. Click section headings from the Table of Contents widget to navigate to different parts of the form.
OR
Use the scroll bar to view additional fields on the form.

3. Refer to the Status Bars for how many fields have been completed and how many are remaining

Submit the File

Procedure

1. Once mandatory fields have been filled in click on Submit at the bottom of the screen.
2. A new window will appear with the file number.
3. Click OK.

*Click the **More Actions** button for additional options:*
Save as Incomplete: If available, select this option if you need to come back to the file when you have more information

Submit File ? ✕

Thank you for taking the time to communicate this issue, Common. Your submission helps us improve our organization's overall safety. For reference, your file number is 158 .

OK

When you're done working with SAFE: **Logout by**:
i. Clicking on your name at the top right corner to view the dropdown menu
Ii. Select Logout from the list

Please feel free to reach out to Lori Gamble-Wood via email or at 404-501-5752 with any questions or concerns. As always, thank you for all you do to ensure that our patients and customers are safe.

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