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Resident Great Catches: Recognizing Resident Physicians Who Promote a Safe Environment for Patients

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Resident Great Catches
Recognizing resident physicians who promote a safe environment for patients
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### Background
- An estimated 50% of errors reaching patients occur because of diagnostic errors
- Educating resident physicians about diagnostic errors is an important way to reduce those errors
- Residents frequently use error prevention techniques to promote safe care for patients
- Recognizing and rewarding residents who successfully use error prevention techniques provides positive reinforcement for this important behavior and helps strengthen a culture and commitment to patient safety

### Methods

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<th>Second year (PL2) curriculum</th>
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<td>- Learn about error prevention during monthly didactic sessions</td>
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<td>- STAR: Stop, Think, Act, Review</td>
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<td>- ARCC: Ask a question, make a Request, voice a Concern, use the chain Command</td>
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<td>- Year-long group QI project</td>
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<th>Standardized IPASS handoffs</th>
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<td>- Training during intern orientation</td>
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<td>- Incorporated into written handoff document</td>
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<td>- Expected method for all handoffs between shifts</td>
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### Results & Examples
- 7 stories, involving a total of 11 residents, were submitted by 7 different nominators during the first 3 months of this program
- STAR (2): identified floor patient with altered mental status and concern for stroke; identified floor patient with impending hypercarbic respiratory failure and appropriately intervened
- ARCC (2): identified signs of increased intracranial pressure and discussed with attending and consultants; worried about clinical status so requested further imaging studies which diagnosed pneumonia and changed management
- Avoiding anchoring bias (2): thorough review of outside records & labs led to a correct diagnosis of renal tubular acidosis in a child admitted for failure to thrive; synthesized additional history to establish diagnosis of malignancy in a child admitted for abdominal pain

### Conclusions
- Resident physicians play a crucial role in error prevention
- Recognizing and rewarding residents for utilizing error prevention strategies both encourages and strengthens a culture of safety
- Residents enjoy the opportunity to celebrate their peers’ accomplishments
- Extra time off is quite motivational!

### Nomination process:
- anyone can share stories with chief residents via email

### Case review
- chief residents determine which error prevention techniques were used

### Recognition
- story shared at twice-monthly all-resident meeting

### Rewards
- quarterly best examples get extra ½ day off; annual award at ceremony