

# Department of Pediatrics IRT Guidelines

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## History

The Incident Reporting Tool (IRT) has been in use since April 2017 and is a way for all departments within the Department of Pediatrics to communicate, track data, provide education, and improve Clinical Enterprise processes. Prior to 2020, the IRT was heavily utilized and there 1,585 tickets submitted. Starting in 2020, there was a significant decrease in submissions and there were only 396 errors reported for between 2020 and 2022. Beginning in January 2023, QA has reimplemented the use of the IRT and so far this year there have already been 328 tickets submitted.

Since its inception, Quality Assurance (QA) has been the team responsible for researching all IRT tickets and responding to them. Going forward, QA will continue to research and send coaching emails regarding Scheduling, Referrals, and HIM related tickets, but clinic, triage, front desk, and preauth leadership will now be responsible for researching tickets for their divisions, send coaching, responding to the individual that submitted the ticket, and resolving the IRT.

## Why the IRT Matters

1. **Learning and Improvement:** Submitting errors to the IRT allows the Department of Pediatrics to learn from mistakes. It enables us to analyze the root causes of our errors so we can implement corrective actions to prevent future occurrences.
2. **Accountability:** Reporting errors promotes accountability among our different clinics and departments. It encourages transparency and responsibility for mistakes.
3. **Data Collection and Analysis:** The IRT collects valuable data on errors and this data can lead us to identify where training is lacking and to develop better processes.

## IRT Process

### Ticket Submission

After researching to determine if there is an error submit your ticket using the [IRT](#) link and include the following information:

- a. Your Email Address
  - i. This information allows us to send you an email regarding the IRT.
- b. Clinic Affected-the clinic that the error impacted.
- c. Appointment Date-if applicable, include this date.
- d. Patient MRN
- e. Related To-select the area that is responsible for the error.
- f. Incident Description-Include all information regarding this error, be as detailed as possible.

### Resolving IRT Tickets

Resolving IRT tickets involves multiple steps which are listed below. It is expected that the person that submitted the error will receive a response within two business days.

1. Research the error to determine if it's valid.
2. Coach the employee
3. Have the employee responsible correct the error (if still needed)
4. Add the error to the QA Database
5. Send a response to the person that submitted the IRT.
6. Resolve the ticket.

An Incident Summary email is sent daily with all the total pending and unassigned tickets. This email also includes a Report Link where the data about current and past IRTs is contained. The manager of each area should be reviewing the IRT email daily to determine if they need to address any tickets.

### QA Responsibility

- QA reviews the IRT at least daily and will assign any unassigned tickets to the responsible party.
  - If the ticket is submitted under the wrong group, QA will reassign it correctly.
- For Scheduling, Referral, and HIM related tickets, QA will research the submission.
- QA notes the IRT ticket in the QA database but does not count it as an error against the agent.
- If the error negatively impacted a patient, QA would complete a Patient Impact form.
- QA sends a coaching email to the agent's supervisor.
- The supervisor provides training, has the agent correct the error, and sends a response to QA with the outcome.
- QA sends a resolution email to the person who submitted the ticket.
- QA closes the ticket, noting what transpired.

### Clinic Responsibility, Triage, Front Desk, and Preauth Responsibility

- Leadership over each area reviews the IRT daily for any unresolved tickets, provides coaching, responds to the person who submitted the error, and resolves the IRT.

### Current Resource and Email Template Locations

1. Wiki: <https://wiki.utah.edu/pages/viewpage.action?pageId=209882803>
2. Coaching Email Template: S:\Ped\_Clinical\Groups\Sched\_Lead\QA\QA Email Templates\PHI INCIDENT REPORTING TOOL ERROR – Response Required
3. Resolved Email Template: S:\Ped\_Clinical\Groups\Sched\_Lead\QA\QA Email Templates\PHI Incident #Resolved