

Good Catch Program

Introduction to Department Managers

March 2017

- A "Good Catch" represents an event or circumstance that had the potential to cause harm or error, but was averted due to early identification/intervention
- These near-misses represent opportunities for system improvement and learning, but we CAN'T FIX WHAT WE DON'T KNOW
- Our employees represent the best source of that information
- Reporting and sharing "Good Catches" is a way to support our journey toward promoting safe care
- Error prevention doesn't just benefit our patients, but the workplace as a whole
- Reporting near misses through a "Good Catch" program promotes:
 - Paying attention to detail
 - Support for each other
 - Efforts to improve a current system or process

Quotes from employees at hospitals who have implemented the Good Catch Program

"Someone took the time to report. It makes you feel appreciated and keeps you on your toes. When one person does something good, it tends to be contagious"

" I like this program because it helps develop a sense of teamwork that is greatly needed in the workplace"

"It is our responsibility to be aware and look out for safety issues on a continual basis. This program has the potential to make employees more attentive to this"

" What a positive program. Gives us the opportunity to report something positive instead of negative"

Program Details

Good Catch Committee will work out details for reporting, recognition, reward and will present to administration for approval