How do I report?

Use any of the following options:

1. Select the Electronic Patient Event (e-PER) reporting option on the Atlanta VA intranet or desktop ICON.
2. Call the Hotline at extension 7789 or 404-728-7787.
3. Send an anonymous email in Vista by using:
   - Access Code: Patient1
   - Verify Code: Incident1
4. Complete a confidential reporting form (used in case of power failure).

For Sentinel Events

Immediately call the Patient Safety Office at extension 4823.

How do I reach a risk manager (RM)?

Contact the Risk Manager at extension 7409 for all possible disclosure issues.

Additional disclosure information

- Clinical Disclosure – an informal process in which clinical team members inform patient when serious injury or death has occurred or legal liability is possible. The Chief of Staff (or designee) and the Risk Manager meet with the patient and/or family. The Chief of staff (or designee) completes the “INSTITUTIONAL DISCLOSURE OF ADVERSE EVENT.”

Atlanta VA (continued)

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Commitment to Just Culture Principles

All Emory teaching hospitals commit to Just Culture principles, as described in these obligations:

Obligations of individual workers, including physicians

- Use your best judgment in maintaining safety, including using safe practices and protocols you have been trained on.
- Report near misses and other events as instructed.

Obligations of your healthcare system

- Create a safe environment for reporting.
- Continually improve our ability to deliver safe care to patients.
- Support workers in making safe choices through coaching.
- Reserve discipline for instances of reckless behavior when a person knowingly AND unjustifiably chose an unsafe action.

How do I reach a risk manager (RM)?

8A-6P at 404-616-7702
After hours call RM directly by location:
- ICU/tele: pager: 678-516-2793
- Perip/Surg: pager: 678-427-9602
- ECC/Psych/OB: pager: 404-354-9913
- Director Dian Watson pager: 404-368-2630

Disclosure of mistakes and adverse events

All Emory teaching hospitals and health professionals share an ethical commitment to be transparent with patients and families when things go wrong. Trust between patients and the medical team may be strengthened or threatened in the process of disclosure. Keep the following in mind.

- Risk Managers at all of the hospitals should be notified ASAP of events warranting disclosure. They will assist you or identify someone else who can.
- Notify your attending right away.
- Start communication with patients or families soon. You don’t have to have all the facts to start the conversation and commit to following up with more information.
- Yet, take the time to plan appropriate, compassionate communication. Rushing in with speculation often erodes trust you seek to build.

EHC (Emory Healthcare): Bill Bornstein, 404-734-1713
SJH: Paul Scheinberg, 404-617-2839
EUH/EUOSH: Nathan Spell, 404-864-6638
EUHM: Nicole Franks, 404-734-1713
WW: Frank Brown, 678-938-3373
SJH: Paul Scheinberg, 404-617-2839
EUHM: Jay Steinberg, 404-326-6299
EJCH: Hasan Shabbir, 404-759-7099

What if I am afraid to report these ways?

In-house phone: x5-RISK
Pager (24/7): (404) 785-7475, and a risk manager will call you back within 10 min.

Chief Medical Officers (cell phones)
EUH/EUOSH: Ira Horowitz, 404-229-4718
EUHM: Jay Steinberg, 404-326-6299
WW: Frank Brown, 678-938-3373
SJH: Paul Scheinberg, 404-617-2839
EJCH: Adedapo Odetayo, 770-827-3147
EHIC (Emory Healthcare): Bill Bornstein, 404-210-2535

What if I am afraid to report these ways?

The Trust Line 888-550-8850 allows for completely anonymous reporting through a third party that does not disclose information about you but passes event info to us.