

Developing a reporting culture: learning from close calls and hazardous conditions.

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Developing a reporting culture: Learning from close calls and hazardous conditions. Sentinel Event Alert. 2018;(60):1-8.

<https://psnet.ahrq.gov/issue/developing-reporting-culture-learning-close-calls-and-hazardous-conditions>

Although [adverse events and near misses](#) are common in health care, they are almost ubiquitously [underreported](#). Barriers to reporting include health care provider fear of [repercussions](#), insufficient [integration](#) of reporting systems into the electronic health record, and [cultural factors](#). This new sentinel event alert explores how organizations can change their culture to promote reporting. It highlights bright spots: organizations that use a [just culture approach](#) to investigating errors, celebrate employees who report safety hazards, and whose leaders prioritize reporting. The Joint Commission proposes actions for all organizations to take, including developing incident reporting systems, promoting leadership buy-in, engaging in systemwide communication, and implementing transparent accountability structures. An [Annual Perspective](#) reviewed the context of the no-blame movement and the recent shift toward a framework of a just culture.