First, do no harm
The use of IHI Global Trigger Tool to recognize hidden problems

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Background
At Hillerød Hospital, a 620-bed university hospital in the Copenhagen area, Denmark, we have been working with patient safety campaigns, a target is to reduce patient harm caused by care or treatment by 30 % and keep track of on-going improvements.

Method
Every two weeks, ten patient records are randomly chosen and reviewed. We use the Global Trigger Tool (GTT) developed by IHI. The GTT defines 56 triggers as indicators for possible harm to the patient. The Hospital has chosen to describe the profile of harm to target quality improvement.

Analyse
Analyses have shown that more than 60 % of all cases of harm are related to basic nursing. GI disorders, either diarrhoea or constipation, are the most common kinds of harm, representing 25 % of all cases.

Conclusion
Data from GTT can identify hidden problems. Special attention to GI-disorders is needed. Common language for GI-disorders needed to optimize care.

Clinical Implication
Implementation of careplans may improve documentation, and thereby increase the number of harm.