

STEP 1 - Log into safety net – you will see this screen

The screenshot shows the PressGaney interface for Mount Sinai Health System's SafetyNet. At the top, there is a navigation bar with the PressGaney logo and the text "Mount Sinai Health System - SafetyNet Mount Sinai Health System". Below this is a secondary navigation bar with various menu items: Reporter, Leader Work, Risk Management Work, Patient Safety Summary, Last 7 Days, Action Planning, Cause Analysis, Falls Team, Resources, and Add New. The main content area is divided into three sections. On the left is the SafetyNet logo. On the right is a "SAFETYNET UPDATES" section with the text "New Training Schedule Coming Soon.". Below these is a "Let's Get Started:" section with instructions on how to submit an event, including definitions for Patient Safety Event/Occurrence, Near Miss or Great Catch, and Unsafe Condition. To the right of this section is a vertical menu with buttons for Patient Safety, Peer Review, Improvement, and Lessons Learned. Further right is a "My Pending" section with instructions on how to manage drafts.

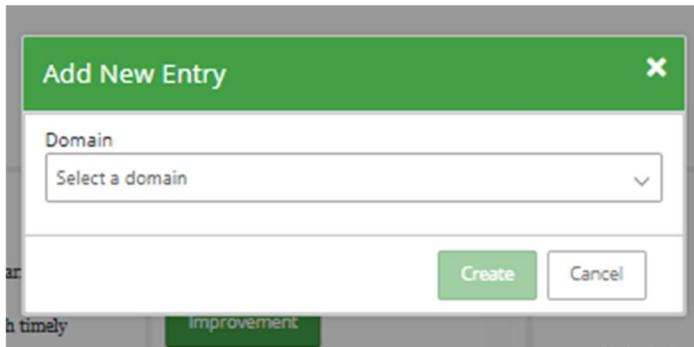
Step 2 – click on the 3 bars at the top of the screen (they are next to the words “Press Ganey”)



Step 3 – you will see this screen

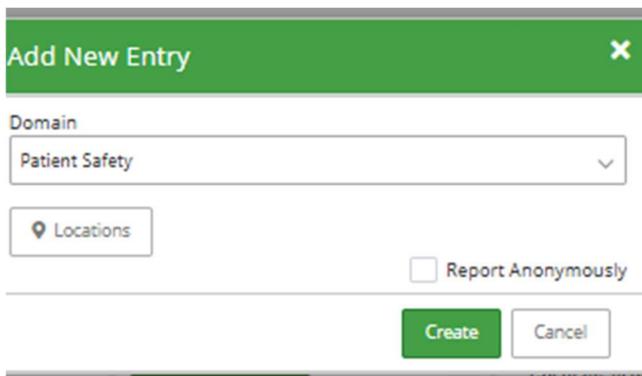
The screenshot shows the SafetyNet Mount Sinai Health System dashboard. At the top, there is a "Subscriptions" dropdown menu. Below this is the SafetyNet logo. Underneath the logo is the text "afetyNet: Mount Sinai Health System". The main content area is a vertical list of navigation options: Add New Entry, Dashboard, Search, Insight, Measures, and XChange. At the bottom of the page, the version number "V2.56.0" is displayed.

Step 4 – click on “+ Add new entry”, the screen below will appear



The screenshot shows a modal window titled "Add New Entry" with a green header and a close button (X). Below the header is a "Domain" dropdown menu with the text "Select a domain" and a downward arrow. At the bottom of the modal are two buttons: "Create" (green) and "Cancel" (white with a grey border).

Step 5 – click on “select a domain” and choose “patient safety”



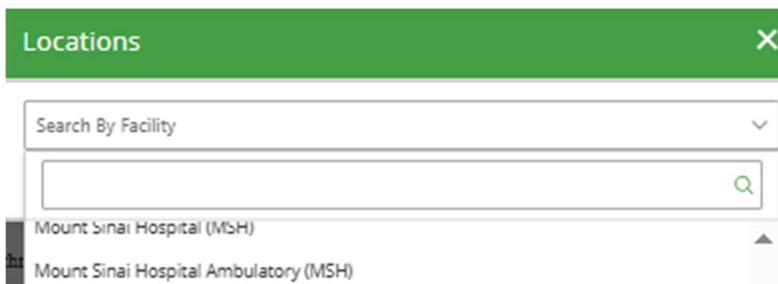
The screenshot shows the "Add New Entry" modal with the "Domain" dropdown menu now set to "Patient Safety". Below the domain dropdown is a "Locations" button with a location pin icon. To the right of the "Locations" button is a checkbox labeled "Report Anonymously". At the bottom are "Create" and "Cancel" buttons.

Step 6 – click on “locations” and this screen will appear



The screenshot shows a modal window titled "Locations" with a green header and a close button (X). Below the header are two dropdown menus: "Search By Facility" and "Search By Department".

Step 7 – click on “search by facility” and this screen will appear and pick “Mount Sinai Hospital Ambulatory (MSH)”



The screenshot shows the "Locations" modal with the "Search By Facility" dropdown menu open. Below the dropdown is a search input field with a magnifying glass icon. Below the search field is a list of results: "Mount Sinai Hospital (MSH)" and "Mount Sinai Hospital Ambulatory (MSH)".

Step 8- once you click on “Mount Sinai Hospital Ambulatory (MSH)” – all the choices for MSH ambulatory clinics will appear

The screenshot shows a web interface with a green header bar labeled "Locations" and a close button (X). Below the header are two search filters: "Mount Sinai Hospital Ambulatory (MSH)" and "Search By Department". A red instruction reads "Select a Department level location below to continue." The main content is a list of locations under the "Mount Sinai Hospital Ambulatory (MSH)" category:

- Mount Sinai Health System
 - Mount Sinai Hospital Ambulatory (MSH)
 - 234 East 85th Street: Cardiac Rehab (Lower Level)
 - 5 E 98th Street: Hemophilia
 - 1468 Madison Ave: Neurology (2nd Floor)
 - Home Infusion
 - Ambulatory Pharmacy
 - Center for Advanced Medicine (CAM): Lobby
 - MAP Program
 - 10 East 102nd Street: Mount Sinai National Jewish Respiratory Institute
 - 10 East 102nd Street: Mount Sinai Therapeutic Infusion
 - 1160 5th Ave: Psychiatry
 - 1176 5th Ave: Dubin Breast Center of The Tisch Cancer Institute
 - 1176 5th Ave: OBGYN

Locations ✕

- Apheresis
- Brandeis Campus High School Adolescent Health
- Center for Advanced Medicine (CAM) 1: Rehab
- Center for Advanced Medicine (CAM) 2: Rehab
- Center for Advanced Medicine (CAM) 2: Rheumatology
- Center for Advanced Medicine (CAM) 3: ID and Transplant
- Center for Advanced Medicine (CAM) 3: IMA FIRM E
- Center for Advanced Medicine (CAM) 4: Medical-Surgical Clinics
- Center for Advanced Medicine (CAM) 4: Student Health
- Center for Advanced Medicine (CAM) 5: IBD
- Center for Advanced Medicine (CAM) 6: Medical-Surgical Clinics
- Center for Advanced Medicine (CAM) 7: Internal Medicine Associates
- Center for Advanced Medicine (CAM) 7: Peak Health
- Center for Advanced Medicine (CAM) 8: Liver Institute
- Center for Advanced Medicine (CAM) 8: Neuro-Ophthalmology
- Center for Advanced Medicine (CAM) 8: Ophthalmology Clinic
- Community Medicine
- Employee Health

Step 9- Please pick the appropriate clinic and then this will appear

Add New Entry ✕

Domain
Patient Safety

📍 Locations

Mount Sinai Hospital Ambulatory (MSH) / Center for Advanced Medicine (CAM) 3: IMA FIRM E

Report Anonymously

Create Cancel

Step 10 – press create and this screen will appear. Please fill out the requested information

PS-2025-164182 (PS)

Location: Mount Sinai Hospital Ambulatory (MSH) / Center for Advanced Medicine (CAM) Status: Pending

Last Update: May 27, 2025, 2:37:07 PM

IMA FIRM E

Initial Report

[Click to view the Initial Report Checklist in a new tab](#)

What day did the event occur?

Select the primary location where this event occurred.

Select additional locations involved in the event.
(optional)

People Involved

Type of person affected:

When reporting workplace violence events involving a patient: For 'person affected' select patient, and for 'employee involved' select the staff member(s) impacted.

 Patient Not a Patient

Employee involved? Select yes to search details.
(optional)

 Yes No

Clinical Service Involved:

Was the event/incident disclosed to the patient, patient's family, or guardian?

Did a huddle occur?

 Yes No

Event Details & Taxonomy

Please choose the type of safety event you are reporting. 

Incident - event that reached the person affected Near miss - event that did not reach the person affected Unsafe condition - increases the probability of a safety event

Severity Reported: 
(optional)

Significant Injury or Death Temporary or minor/moderate injury No evident harm

Briefly describe the event 

What happened that shouldn't have happened?
What led up to the event?
What was the impact on the patient?

Which category best describes the type of event or unsafe condition? 

- Behavior
- Blood or Blood Product
- Care Coordination
- Consent or Documentation
- Device or Medical/Surgical Supply, including Health Information Technology (HIT)
- Diagnosis Related
- Environment
- Fall
- Healthcare-associated Infection
- Infection Related
- IV and Line Related
- Medication or Other Substance
- Nutrition
- Patient Identification
- Perinatal
- Respiratory Care
- Security
- Skin Integrity
- Surgery or Anesthesia (includes invasive procedure)
- Testing (Lab/Radiology)
- Venous Thromboembolism
- Other: Please specify



Step 11 – continue to the next screens

PS-2025-164182 (PS)

Location: Mount Sinai Hospital Ambulatory (MSH) / Center for Advanced Medicine (CAM) Status: Pending

Last Update: May 27, 2025, 2:37:07

IMA FIRM E

Bias and Discrimination

Your ability to report experiences of racism or discrimination that occur within our health system is very important to us. Whether those experiences are firsthand or something you may have witnessed, the inclusive and antiracist environment.

If you have encountered a situation related to patient care that you believe was racist or discriminatory in nature, please complete this section of the form.

If you have encountered a workplace situation unrelated to patient care that you believe was racist or discriminatory please submit a confidential and anonymous report to the Compliance H services.com/mountsinai/incidentLandingPageV2.asp

Do you believe bias or discrimination played a role in the event? 
(optional)

Yes No



Reporter Feedback

Reporter Role Type 

- Administrative
- Advanced Practice Provider
- Attending/Faculty
- Engineering
- Medical Student
- Nursing/PCA
- Patient Services
- Resident/Fellow
- Support Services
- Other

Would you like an update on the review and actions taken in response to your patient safety report? 
(optional)

Yes No



Step 12 – once this screen is completed – please press submit.

Of note, if not all of the required fields are completed it will not allow you to submit.

Once all of the required fields are completed and you press submit – it will let you know that it was successfully submitted .