

Web-Based Error Reporting Surveillance System

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Dear Editor,

The publication on web-based error reporting surveillance system is very interesting.¹ Askarian et al concluded that “Using a standardized web-based error reporting system can be beneficial.”¹ Here, we would like to share ideas and experiences on this issue. Indeed, using a web-based reporting system for incidence reporting is useful in quality management of medical centers. Nevertheless, there are some important concerns. First, the collaboration of medical personnel in reporting is very important. In our experience, the medical personnel prefer to write an incidence report on paper and some personnel have poor computer skills and omit reporting important incidents. Second, some possible problems with computer systems should be mentioned. Privacy of data is very important and has to be well-managed. In addition, the computer system can be sometimes down

and this is considered an important “error” of the system for management of errors. Finally, it should be noted that most errors in medicine are usually human errors.² Any quality management system or complex novel tools cannot help decrease error if there is no improvement in human competency in regards to paying careful attention while practicing medicine.²

Conflict of Interest Disclosures

None.

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