



Baptist Health

Patient Safety: Our First Priority

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What is a Baptist Health “Patient Safety Champion”

A staff level resource person for your unit/department on Patient Safety. Your role involves sharing information and tips on patient safety goals and practices with your co-workers at staff meetings and during your shift. You are not required to teach any classes. Initial and ongoing training will be provided as well as handouts and other tools for your use.

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Commitment to Our Champions

- ◆ Initial 8 hour training.
- ◆ Quarterly 2 hr meetings
 - Education component
 - Roundtable discussion
 - Follow-up on issues from last meeting
- ◆ Champion participation in the PSLG.
- ◆ Leadership champion training

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Patient Safety Champions Training Agenda

- ◆ 9:00a Registration / Survey
- ◆ 9:30a Welcome
- ◆ 9:45a Accomplishments: PSLG
- ◆ 10:00a Break
- ◆ 10:15a A Culture of Patient Safety
- ◆ 11:15 About Us / Your Packet /NPS Awareness Week
- ◆ 11:45 Lunch
- ◆ 12:45p BHSF Patient Safety Champions
- ◆ 1:15p Gallup / Press Ganey & Safety
- ◆ 1:30p National Patient Safety Goals
- ◆ 2:30p Break
- ◆ 2:45p Tracer Methodology
- ◆ 3:00p Video "Christine's Story"
- ◆ 3:20p Guiding principles
- ◆ 4:00p Team Building
- ◆ 4:30p Evaluation

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Patient Safety Champions Quarterly Meeting

AGENDA

8:30 ~ 10:30am

- ◆ Welcome
- ◆ Review Champions Role
- ◆ PSLG Updates/ Lessons Learned
- ◆ Respiratory & Oxygen Safety
- ◆ Round Table Discussion
- ◆ Announcements – Upcoming Events

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What to do as a Patient Safety Champion:

- ✓ Make Patient Safety a monthly item at your staff meetings: talk about a patient safety goal, a new safety procedure or materials that have been sent to you.
- ✓ Tell your stories and encourage others to tell theirs.
- ✓ Posting materials in your work area/bulletin boards.
- ✓ Take time to praise a fellow employee for doing the right thing to protect patient safety.

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What to do as a Patient Safety Champion:

- ✓ Be confident to remind other employees of safety practices (hand washing, use of personal protective equipment, answering clinical alarms, etc).
- ✓ Be available to answer questions on the National Patient Safety Goals.
- ✓ Get involved in life safety rounds on your unit.
- ✓ Accompany your CEO on patient safety rounds on your unit to learn things that can be improved.

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What to do as a Patient Safety Champion:

- ✓ Do your own informal patient safety rounds on your unit.
- ✓ Communicate patient safety concerns or improvement ideas to your supervisor and/or patient safety officer.
- ✓ Encourage change and think "outside the box".
- ✓ Know that you make a difference in creating a safer culture/place for our patients.

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Guiding Principles for Patient Safety

Safety First – Our first obligation is to protect the patients who have entrusted their lives to our care. Safety is the foundation of quality.

Reporting Errors and Equipment or System Failures – This is important whether a patient is harmed or not. We recognize that errors usually occur due to breakdowns in systems and processes. In order to learn from each error and prevent another event, employees are expected to submit incident reports. They may submit incident reports without fear of disciplinary action for making errors, with a few extreme exceptions. (See Baptist Health Patient Safety Policy 250.01 for details.)

Teamwork – Together, we can create a barrier to errors and system failures. Any person's voice needs to be heard if they become aware of a potential safety risk, regardless of their role in the organization. (This includes patients, families, employees and physicians.) Remember, you may be the only one who sees a risk.

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Guiding Principles for Patient Safety

Fail Safe Approaches – We know that to err is human. We strive to incorporate double checks, redundant systems and error prevention technology into our procedures whenever possible.

National Patient Safety Goals – Certain patient safety practices have been identified which, if implemented effectively, will prevent errors and injury to patients. We have adopted these practices and rely upon our entire staff to implement them faithfully.

Standardization – Standardizing patient safety practices at our various facilities is a benefit to the communities we serve. When we accomplish this, physicians and clinical staff don't have to remember a different way of doing things when they work at different locations. This reduces the risk of error through consistency.

Patient Safety is Everyone's Job – From CEO to volunteer, ensuring safe care for our patients is part of everyone's responsibilities

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Baptist Health 2007 National Patient Safety Goals	
GOAL	REQUIREMENTS
Improve the accuracy of patient identification.	<ul style="list-style-type: none"> Use at least two patient identifiers when providing care, treatment or services.
Improve the effectiveness of communication.	<ul style="list-style-type: none"> For verbal or telephone orders for the management of critical care results, verify the complete order or test result by having the person receiving the information read and "read back" the complete order or test result. Use of data by type of information, acronym, symbol, and dose designation that are not used to avoid medication use problems. Identify, review and if appropriate, take action to improve the readiness of reporting and the readiness of being by the appropriate licensed caregiver, of critical care results and values. Implement a standardized approach to "read-off" communications, including an opportunity to ask and respond to questions.
Improve the safety of labeling.	<ul style="list-style-type: none"> Identify and use the number of drug concentrations used by the organization. Identify and, as appropriate, visually verify a list of high-risk, high-alert drugs used in the organization, and take action to prevent errors involving the availability of drug strength, organization, and label errors in preparation, including the availability of drug strength, organization, and label errors in preparation, including the availability of drug strength, organization, and label errors in preparation. Label of medications, medical containers (e.g., syringes, medicine cups, bottles) or other containers in use of the entire field.
Reduce the risk of healthcare-associated infections.	<ul style="list-style-type: none"> Comply with current version of Infection Control (CDC) hand hygiene guidelines. Develop an infection control plan for all clinical areas of the organization to reduce the risk of healthcare-associated infections.
Accurately and completely measure and monitor patient outcomes.	<ul style="list-style-type: none"> There is a process for comparing the patient's current condition with those related for the patient while under the care of the organization. A complete list of the patient's conditions is communicated to the next provider of care when a patient is referred or transferred for another service, service, procedure or level of care within or outside the organization. The complete list of conditions is also provided to the patient or the patient's family.
Reduce the risk of patient falls.	<ul style="list-style-type: none"> Implement a fall reduction program including an evaluation of the effectiveness of the program.
Encourage patient's active involvement in their care and as a patient safety participant.	<ul style="list-style-type: none"> Notify and communicate the names, the patient and their families to report concerns about safety and encourage them to do so.
The organization identifies risks to the patient based on the assessment of individual, clinical or generalizable, that applies to critical care services.	<ul style="list-style-type: none"> The organization identifies priority risks for critical care services to patients hospitalized in critical care based on the assessment of individual, clinical or generalizable, that applies to critical care services.
Use of Standardized Communication Tools	<ul style="list-style-type: none"> Use of a standardized communication tool, such as the Universal Protocol. Use of a standardized communication tool, such as the Universal Protocol. Use of a standardized communication tool, such as the Universal Protocol.

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6 Key Patient Safety Concepts for Every Employee

- ◆ Work within your scope of practice and job description.
- ◆ “Stop – the - Line”
- ◆ Know your chain of command
- ◆ Get back to basics.
- ◆ Work to build an effective team.
- ◆ If you don't know – ask!

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**Remember
Look – Listen – Ask - Report**



**Do your part - by making your care a little
bit safer every day!**

PATIENT SAFETY IS EVERYONE'S JOB!