reaching new heights

believe you can, and you’re halfway there.

-Theodore Roosevelt
BUILDING A CULTURE OF SAFETY
BECKER'S 9TH ANNUAL MEETING
APRIL 2018

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Director Accreditation and Regulatory Compliance
Greater Hudson Valley Health System
MOST BEAUTIFUL HOSPITAL AWARD

Soliant Names
Orange Regional Medical Center

2017 MOST BEAUTIFUL HOSPITAL IN THE U.S.
QUALITY AWARDS

- 2016 Silver Malcolm Baldridge Regional Quality Award!
- Magnet Designation!
- Healthgrades:
  - Patient Safety Excellence Award™
  - Among the Top 5% in the Nation for Patient Safety
- Joint Commission Pioneer in Quality 2016
- HIMSS Stage 7 - highest level of Electronic Medical Record adoption
- 2016 & 2017 Most Wired Hospital Award
- 2018 World’s Most Ethical Company
LEARNING OBJECTIVES

At the conclusion of this presentation, you will be able to:

 Learn best practices for building and sustaining a culture of safety
 Utilize a framework to build a patient safety program
 Utilize strategies- tools to operationalize patient safety concepts
  • Education Venues- Making the case for patient safety
  • Event Reporting Process
  • Just Culture Algorithm
  • Recognition
CURRENT STATE OF PATIENT SAFETY
ARE WE MAKING PROGRESS?

- IOM report 44,000 – 98,000 deaths/ year
- Potential loss of 490,000 Americans due to our failure to improve patient safety in the last 5 years
- Medical error kills 4 times more Americans each year than motor vehicle accidents
- More than 12 million patients each year experience a diagnostic error, half of which are estimated to have the potential to cause harm
- Impacts every healthcare setting
- 1 in 10 patients develops an adverse event
- $50 billion in total costs
GHVHS’s Approach to Create a Culture of Safety

- Engage: Create a sense of urgency
- Culture of safety survey
- Top Down Approach: Board Priority
  - Reduce Patient Harm
- Align patient safety initiatives
- Education & Training
  - NEO; Leadership Academy; Resident Training; IHI Curriculum; Lunch & Learns; Grand Rounds
- Event reporting process
- Just Culture
- IHI Blueprint- framework
- Improvement Tools
- Recognition
1. **Engage Providers**

**Create a Sense of Urgency**

Jess’s Story

[https://www.youtube.com/watch?v=t6mr3gxXx64](https://www.youtube.com/watch?v=t6mr3gxXx64)
2. Culture of Safety Survey

- Raise staff awareness about patient safety
- Diagnose and assess the current status of patient safety culture
- Identify strengths and areas for improvement
- Examine trends in patient safety culture change over time
- Evaluate the cultural impact of patient safety initiatives and interventions
3. **Board Priority: Reduce Patient Harm**

**Board Quality Scorecard: Prioritize**

**Planning Snapshot Template: Cascade Goals**

**Department- Unit Scorecard: Align**

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Summary: Project Trend/Analysis (+/0/-) | Corrective Actions | Staff Engagement/Training
Education & Training
The Patient Story
3. **Education & Training**

The Patient Story

https://www.youtube.com/watch?v=7LQD AOg2SeA
WHO’S RESPONSIBLE?

- ENT Physician
- GI Physician
- Registration
- Central Sterile Processing
- Head Nurse
- Pre-op Nurse
- Anesthesia
- OR Nurse
- OR Tech
4. Event Reporting Process

- Report events via MIDAS
- Review of events at all levels
  - Daily Unit-level review
  - Thursday Nursing review
  - Friday AM Leader review
  - Monday AM CEO review

- Transparency
  - Board Regulatory Report
    - Cases of Note

- Accountability
5. **Just Culture**

- Incorporate the Just Culture Algorithm into review of events; also before an event occurs.
- Strive for a culture that is balanced- nonpunitive learning environment, but also holds individuals accountable for their actions.
- Seek to judge behaviors, not outcomes, distinguishing between human error, at-risk behavior and reckless behavior.
## Improvement Toolbox

<table>
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<tr>
<th>Team</th>
<th>Committee Members</th>
<th>Goal</th>
<th>Plan Owner</th>
<th>Completion Date</th>
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</table>

![Image of improvement toolbox with sticky notes and diagrams for RCA Fishbone and Observe, Engage, Improve]
Framework for Safe, Reliable and Effective Care

- Creating an environment where people feel comfortable and have opportunities to raise concerns or ask questions.
- Being held to act in a safe and respectful manner given the training and support to do so.
- Facilitating and mentoring teamwork, improvement, respect and psychological safety.
- Developing a shared understanding, anticipation of needs and problems, agreed methods to manage these as well as conflict situations.
- Openly sharing data and other information concerning safe, respectful and reliable care with staff and partners and families.
- Gaining genuine agreement on matters of importance to team members, patients and families.
- Applying best evidence and minimizing non-patient specific variation with the goal of failure free operation over time.
- Regularly collecting and learning from defects and successes.
- Improving work processes and patient outcomes using standard improvement tools including measurements over time.

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RECOGNITION
GOOD CATCH PATIENT SAFETY AWARDS
2017 Quality Patient Safety
GOLDEN AGE OF HOLLYWOOD Awards
RESOURCES/ CONTACTS

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Other resources…
Thank You!