PATIENT SAFETY

IT TAKES A TEAM
After studying this learning module I will be able to:

- Define patient safety.
- Explain why teamwork is essential to keeping patients safe.
- Describe tools and techniques used by teams in healthcare and other high risk industries to promote safety.
- List five examples of how St. Elizabeth Healthcare is using the tools of safe teams.
- Give an example of how all team members are empowered to recognize and act upon safety concerns.
Definition: Freedom from accidental injury

~ Definition from the Institute of Medicine (IOM) ~

Actuality: A new study in the September 2013 Journal of Patient Safety estimates that 440,000 people in the USA die each year due to preventable adverse events (PAEs) at U.S. hospitals
Safety Records in High Risk Industries

Reality check:
The number of deaths in USA hospitals due to errors is the equivalent of 24.2 fully loaded 350-seat Boeing 777 jets crashing every week with no survivors.

❓ The level of safety failures in Healthcare would not be acceptable in other industries.

Should it be acceptable in Healthcare?
If medical errors were included in the Centers for Disease Control’s annual list of leading causes of death in the USA, medical errors would show up as number three, behind *heart disease (597,689) and cancer (574,743, and ahead of lower respiratory disease (138,080).

This is not what we want for our patients, our loved ones, ourselves.

*data for 2010 from the Centers for Disease Control and Prevention.
HOW DO OTHER HIGH-RISK INDUSTRIES PROMOTE SAFETY?

- Other high-risk industries use **team work strategies** to reduce accidents.

- Such industries that cannot accept failures include:
  - airline industry
  - nuclear power plants
The entire Healthcare industry, including St. Elizabeth, is looking to other high-risk industries to borrow safety practices. We have learned:

- **TEAMWORK** is the door to safety.
- **COMMUNICATION** is the key.
Techniques from other high risk industries to improve team communication include:

- checklists
- structured communication techniques
- regular visual inspections
- simulation training
Team Techniques for Safety: Checklists

Examples:

- Other industries: checklists such as ones used by pilots before takeoff, in flight, and before landing.
- St. Elizabeth: pre-procedural checklists and the “Ticket-to-Ride” checklist.
Team Techniques for Safety: Out-loud completion of key checklists

- Other industries: Airplane pre-landing checklist
  - Pilot: “landing gear.”
  - Co-pilot responds: “Landing gear down, check.”

- St. Elizabeth: “Time out” before invasive procedures. Everyone stops and listens to an out-loud confirmation of correct patient, correct procedure, & correct location.
Team Techniques for Safety: Structured Communication

**Other industries:** SBAR used by the Navy to improve communication on nuclear submarines.

**St. Elizabeth:** SBAR to improve communication between healthcare members regarding patient condition.

Yes, we borrowed this one from Navy nuclear subs:

- Situation
- Background
- Assessment
- Recommendation
St. Elizabeth: Good communication with the patient also reduces errors.

AIDET is a five-step communication technique that has been proven to provide higher quality of care and better clinical outcomes.

- **A** — Acknowledge the patient
- **I** — Introduce yourself and your skill
- **D** — Communicate duration of test, treatment or wait
- **E** — Explain tests, treatment, next steps, etc.
- **T** — Thank you
Team Techniques for Safety: Visual Inspections

Other industries: No pilot would ever take off without walking around his plane to do a visual inspection with, of course, a checklist.
Team Techniques for Safety: Visual Inspections

 представляет собой предупредительные регулярные осмотры, сменные отчеты, а также ежечасные осмотры пациентов с помощью списка CARE. Эти процедуры являются ключевыми возможностями для визуального осмотра окружающей среды и пациента.

Эти меры улучшают безопасность пациента:
- предотвращение оборудования отказов
- своевременное определение изменений состояния пациента
- снижение падений
- снижение носимых в больнице заболеваний
- предоставление возможности быстро решить экологические проблемы

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Team Techniques for Safety: Simulation Training

**Examples:**

- **Other industries**: flight simulation training for pilots.
- **St. Elizabeth**: simulation training using manikins. At St. Elizabeth we are now doing interdisciplinary simulation training using lifelike high-tech manikins.
We have been talking about safety KNOWLEDGE and SKILLS.

A third component of a safe team is ATTITUDE, probably even more important than knowledge and skills.

All three together are referred to by safety experts as the KSA of a culture of safety.
An ATTITUDE of safety requires:

- an environment where any team member feels empowered to speak up when they suspect a problem.
- the focus after an error is learning from the error to prevent similar errors in the future.
- addressing errors in a non-judgmental way, so everyone is willing to report errors, especially their own.

When an error or near miss is not reported, we have lost an opportunity to learn how to prevent similar errors in the future.
KSA: A is for Attitude

Team attitude for safety means “Everyone is empowered to act.”

Example: At St. Elizabeth, our Falls Reduction program takes a team approach and has been hugely successful. Our SEH team training for falls reduction includes:

- why everyone is part of the team to prevent patient falls
- environmental factors that contribute to patient falls
- clues that a patient might be at risk of falling
- how to take immediate action to prevent a fall
- why it is important to participate in shift safety huddles and post fall huddles
Taking Action: Be Part of the Team

- Develop and use checklists for key procedures.
- Go through checklists out loud if the issue is high risk.
- Establish and use structured communication techniques.
- Conscientiously complete regular visual inspection procedures.
- Take full advantage of training opportunities.
- SPEAK UP if you see something that concerns you.
- Use good communication techniques and expect everyone else to use them.
Taking Action: Be Part of the Team

Let your manager know if you have...

- A good patient safety idea
- A better way to do something that will protect our patients

Your idea could save a patient from injury!
Taking Action: Be Part of the Team

Goal:

St. Elizabeth Safest Hospital in the USA!
In Summary

We have discussed:

- the Institute of Medicine definition of patient safety.
- why teamwork is essential to keeping patients safe.
- tools and techniques used by teams in healthcare and other high risk industries to promote safety.
- five examples of how St. Elizabeth Healthcare is using the tools of safe teams.
- an example of how all team members are empowered to recognize and act upon safety concerns.

It takes a team to keep our patients safe!
References

- Centers for Disease Control and Prevention. Available at http://www.cdc.gov
- Institute for Healthcare Improvement. Improvement Map: from here to excellence. Available at http://app.ihi.org/imap/tool
- Institute of Medicine. To Err Is Human, 1999
- St. Elizabeth Healthcare Universal Fall Protection/Prevention Program Policy # ACLIN-F-01 10/1/10 revision
Congratulations!
You have completed this learning module.

Please proceed to the test.