



**St. Francis**  
We care for life.

# IMPROVING THE CULTURE OF SAFETY WITH A PATIENT SAFETY CORPS

*Achieving and Sustaining Change for Improvement*

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## OPPORTUNITY STATEMENT AND OBJECTIVES

- The Culture of Patient Safety needed improvement:
  - Incident reporting was very low and reporting was often perceived as punitive.
  - Reluctance to identify and report incidents hindered a culture of patient safety.

There was a need to:

- Provide a safe environment for the patients, families and associates at St. Francis every day.
- Engage frontline staff in patient safety.
- Analyze processes for early detection of potential safety concerns.
- Develop tools for associates in the delivery of safe and efficient patient care.

## ASSESS THE CULTURE

- Conduct an Assessment
  - Culture of Patient Safety Survey
  - Provide Inspiration
    - Crossing Quality Chasm

## ACTIONS/BARRIERS TO ACHIEVING A CULTURE CHANGE

- Lack of time commitments
- Negative connotations with reporting
- Finger pointing
- Working in silos
- Lack of education on patient safety
- Reactive rather than proactive culture

## DEVELOPING A LONG LASTING CULTURE CHANGE

- Grass roots movement activated
- Informal leaders appointed
- Quiet complainers turned into constructive critics
- Reporting responsibilities 24/7 – all shifts

## PLANNING

- Consistent scheduling of meetings (same day, same time, same place)
- Eliminating constraints in keeping room schedules (fight for it – pink ladies)
- Managing our Model for Improvement
- Developing a Patient Safety Action Plan



## INNOVATIVE STRATEGIES TO IMPROVE THE CULTURE OF SAFETY

Engage and Utilize Frontline Staff (non-management)

- Anonymous Reporting of Incidents
- Rights & Responsibilities
  - Bringing safety issues of all staff members by a department representative

Leadership Commitment

- Committing Resources
- Empowering staff to deliver high quality care
- Creating a Culture of Patient Safety
- Following Safe Practices
- Focusing on Teamwork

## INNOVATIVE PATIENT SAFETY CORPS FORMED



**IMPROVED OCCURRENCE REPORTING = TRACKING AND TRENDING CAPABILITIES**

## HOW PATIENT SAFETY CORPS PARTICIPATES IN PROMOTING SAFETY

- Pro-actively identifying risks and developing improvement plans
- Observing, nominating, and recognizing associates who go above and beyond to create a Culture of Safety.
- Promoting National Patient Safety Week
- Participating in and Promoting Quality and Safety Fair



## HOW THE PATIENT SAFETY CORPS PARTICIPATES IN PROMOTING SAFETY

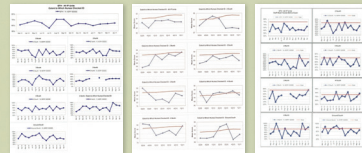
- Setting examples by identifying patient risks and STOPPING THE LINE
- Educating patients on treatment and care plans
- Following Infection Prevention Protocols
- Promoting the Culture of Patient Safety Survey



## EMPOWERED STAFF = CULTURE AND WORLD CHANGING PRACTICES

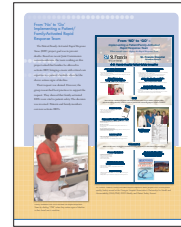
- Patient Safety concerns identified, communicated/reported and addressed
  - Housekeeper reporting patient deterioration to the patient's nurse
    - Office staff activating Rapid Response Team for a patient and family member found in hallway
  - Infection Control and Security matters brought to the Safety Corps
  - Regulatory issues communicated
  - Environmental and Facilities issues/concerns conveyed and addressed

## LETTING ASSOCIATES KNOW "WHAT'S ON THE TEST?" AND HOLDING THEM ACCOUNTABLE.



## PROPER APPLICATION OF ID BANDS

- The Patient Safety Corps mandates all nurses to check patient ID bands before administering medications



## ADVOCATING PATIENT/FAMILY-ACTIVATED RAPID RESPONSE TEAM

## HOSPITAL HEROES - STOP THE LINE EMPOWER TO MAKE THINGS HAPPEN – IMPROVE THE ODDS ON QUALITY



## OUR COMMITMENT SHOULD BE...

- To require what is best for the patient
- To maintain a culture of safety
- To create a safe work environment
- Not to throw dirt
- Not to work in Silos
- No Finger Pointing

## CHANGING THE CULTURE REQUIRES SETTING GOALS

- Make safety a visible part of everyday priorities
- Recognize, support, and engage department safety representatives
- Market your safety program regularly (make it fun and interesting)
- Be a visible "Safety Advocate"



## WINNING THE BATTLE FOR SAFETY REQUIRES COMMITMENT

- Remember: It's a Journey – a dynamic field
- Practicing PDCA: Regularly scheduled monthly meetings (same place, same time)
- Communicating: Assuring all people know they are expected to report safety concerns and incidents