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
  - Resistance 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
- Improve attitudes of staff on patient safety
- Improve patient experience through early detection of patient safety concerns
- Develop tools for associates in the delivery of safe and efficient patient care
- Promote National Patient Safety Week
- Informal leaders appointed
- Reactive rather than proactive culture
- Infection Control and Security matters brought to the Safety Corps
- Negative connotations with reporting
- Lack of time commitments

A CULTURE CHANGE ACTIVITIES/BARRIERS TO ACHIEVING A CULTURE CHANGE

- Lack of time commitments
- Negative connotations with reporting
- Ineffective leadership
- Working in silos
- Process monitoring instituted.
- Intervention plans outlined.
- Educational plan for staff constructed.

Rapid Response Teams

- By dialing 788 (like dialing 911 from the outside).
- Patients and family members can activate the team when a patient or family member is sure your or your loved one's safety is in jeopardy.

WHO will respond when the Rapid Response Team is activated?

- Patient/family confidence and appreciation for having the extra help increases as the process becomes part of the culture.
- Process can be implemented without additional resources.

TRAINING

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- Process can be implemented without additional resources.

PROJECT SUMMARY

- Improve Patient Outcomes
- Rapid Response Teams

PROPER APPLICATION OF ID BANDS

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

PROVIDING INSPIRATION

- Patient/family confidence and appreciation for having the extra help increases as the process becomes part of the culture.
- Process can be implemented without additional resources.

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

- Conscientious and a good job to be done
- To ensure a culture of safety
- To create a safe work environment
- To bring to light
- To help
- No Finger Pointing

WINNING THE BATTLE FOR SAFETY REQUIRES COMMITMENT

- To engage and a good job to be done
- To ensure a culture of safety
- To create a safe work environment
- To bring to light
- To help
- No Finger Pointing

CHANGING THE CULTURE REQUIRES SETTING GOALS

- Make safety a viable part of everyday practice
- Recognize, support, and encourage departmental safety representatives
- Motivate your safety program regular; make it fun and interesting
- Be a visible "Safety Advocate"