

*Our Mission*  
To serve through healing,  
education and discovery

## Unit Safety Coaches: The Link to Ensuring Our Patient's and Staff's Well Being

American Nurses Association's  
National Center for Nursing Quality  
7<sup>th</sup> Annual Nursing Quality Conference  
February 8, 2013

Presented by Mickey McBride, BS, RN  
Nursing Clinical System Coordinator

**UT THE UNIVERSITY OF TENNESSEE  
MEDICAL CENTER**  
Wisdom for Your Life.



*Our Mission*  
To serve through healing,  
education and discovery

## Objectives

1. Discuss effective ways to maximize patient safety efforts through the use of Unit Safety Coaches (USC).
2. Evaluate usefulness of USC for addressing safety concerns and sharing ways to successfully decrease harm.

*Our Mission*  
To serve through healing,  
education and discovery

## Background

- The Institute of Medicine landmark reports
    - *To Err is Human: Building a Safer Health System* (1999)
    - *Keeping Patients Safe: Transforming the Work Environment of Nurses* (2003)
- highlighted the need to improve patient safety and quality, as well as, the work environment for nurses.

*Our Mission*  
To serve through healing,  
education and discovery

## Initial State

- Patients trust us with their safety
- Patient injury and/or death
- Staff injury and illness related to job
- Duty to ensure patient and staff safety
- Perception of safety

*Our Mission*  
To serve through healing,  
education and discovery

## Future State

- Develop a Unit Safety Coach Program
  - Representative on each unit
  - Responsible for leading safety initiatives
  - Advocate for patient and staff safety
  - Collaborate with other units

*Our Mission*  
To serve through healing,  
education and discovery

## Program Development

- The initial idea for Unit Safety Coaches was generated from the 2010 Magnet Conference.
- In March 2011, a Quality Council Unit Safety Coach Task Force was formed to develop the UTMC model

*Our Mission*  
To serve through healing,  
education and discovery

## USC Task Force

- Direct Care Nurses
  - Medical Critical Care
  - Surgical Critical Care
  - Trauma/Neuro
  - Hemodialysis
- Nurse Manager
- Advanced Practice Nurse
- Nursing Clinical System Coordinator

*Our Mission*  
To serve through healing,  
education and discovery

## Task Force Activities

- Literature review
- Input from outside sources
- Input from inside sources
- Proposed USC model
- Developed training



*Our Mission*  
To serve through healing,  
education and discovery

## Internal Experts

- Patient Safety
  - Patient Safety Coordinator
  - Infection Prevention Coordinator
  - Medication Safety Coordinator
- Staff Safety
  - Director of Environmental Health & Safety

*Our Mission*  
To serve through healing,  
education and discovery

## Personal Characteristics

- Quality and Safety Council member
- Admired by peers
- Strong communication skills
- Personal commitment to good outcomes



*Our Mission*  
To serve through healing,  
education and discovery

## Unit Safety Coach Role

- Advocate for a culture of safety for patients and staff on unit
- Act as resource and role model on unit for safety issues
- Promote open communication and awareness of patient and staff safety policies and issues

*Our Mission*  
To serve through healing,  
education and discovery

## USC Responsibilities

- Disseminate safety information
- Conduct unit safety evaluations
- Lead unit based efforts for preventing patient and staff harm
- Participate in Readiness and Environment of Care Rounds

*Our Mission*  
To serve through healing,  
education and discovery

## Unit Safety Coach Training

### Program Overview

- Benefits
- Goals
- USC role
- Responsibilities
- Culture of safety

### Patient Safety

- Patient identification
- Critical results
- Communication
- Nurse review of orders
- Medication safety
- Infusion pump safety
- Hand hygiene
- Isolation practices

*Our Mission*  
To serve through healing,  
education and discovery

## Unit Safety Coach Training

### Staff Safety

- Fire safety
- Sharps safety
- Hazard reporting
- Safe patient handling
- Personal protective equipment
- Workplace violence

### Communication

- Non-verbal
- Challenges
- Barriers
- Tools
- Tips for effective communication
- Advocacy
- Assertion versus aggression

*Our Mission*  
To serve through healing,  
education and discovery

## Resources Used

- AHRQ TeamSteps
- Centers for Disease Control (CDC): 2002 Guidelines for Hand Hygiene in Health Care Settings
- CDC: 2007 Guideline for Isolation Precautions – Preventing Transmission of Infectious Agents in Healthcare Settings

*Our Mission*  
To serve through healing,  
education and discovery

## Resources Used

- Duke Infection Control Outreach Network
- The Joint Commission Standards
- National Institute for Occupational Safety and Health (NIOSH)

*Our Mission*  
To serve through healing,  
education and discovery

## Program Implementation

### October 2011

- USC model approved

### December 2011

- Information about program disseminated
- Initial USC training

### January 2012

- Council name change
- USC program implemented

*Our Mission*  
To serve through healing,  
education and discovery

## Our Process

- Monthly USC projects are developed by Standards Compliance Subcommittee of Quality and Safety Council.
- Focus on a specific patient or staff safety topic each month



*Our Mission*  
To serve through healing,  
education and discovery

## Our Process

- Topic specific training and needed materials are provided at Quality and Safety Council meeting and by email
- Common issues and unit based solutions are shared at Quality Council
- Results of the project and any barriers identified are discussed at next meeting

*Our Mission*  
To serve through healing,  
education and discovery

## January and February

### Restraint Reduction

- Staff education – alternatives to restraint
- Intervention – refurbished Restraint Busy Boxes (contains diversion activities)

### Fall Prevention

- Staff education – use of gait belts
- Intervention – demonstrated use of gait belts to staff

*Our Mission*  
To serve through healing,  
education and discovery

## March and April

### Transfusion Safety

- Staff education – safe blood administration
- Intervention – observed and audited blood administration on the unit

### Fire Safety

- Staff education – what to do in case of fire on unit
- Intervention – observed for items parked in front of pull stations, fire extinguishers, electrical panels and doors propped open

*Our Mission*  
To serve through healing,  
education and discovery

## May and June

### Fall Prevention

- Staff education – use of new chair alarms
- Intervention – conducted staff survey and observed chair alarm use on unit

### USC Bulletin Boards

- Staff education – purpose of USC program and contact person for unit
- Intervention – created bulletin board on their unit about USC program

*Our Mission*  
To serve through healing,  
education and discovery

## USC Bulletin Boards



*Our Mission*  
To serve through healing,  
education and discovery

## July and August

### Hallway Egress

- Staff education – elimination of hallway clutter; fire alarms, O<sub>2</sub> shutoff valves, electrical panels
- Intervention – observed equipment storage; taped floor as visual cues if problems identified

### Hand Hygiene

- Staff education – hand hygiene
- Intervention – interactive demonstration at huddles with glitter; follow-up hand hygiene rounds with glow lotion and black light

*Our Mission*  
To serve through healing,  
education and discovery

## September and October

### Infusion Pumps

- Staff education – use of appropriate SMART pump drug library; timely removal of pump from patient room when no longer needed
- Intervention – audited drug library use and # of unused infusion pumps in patient rooms

### Consents

- Staff education – requirements for consents
- Intervention – audited required elements on consents

*Our Mission*  
To serve through healing,  
education and discovery

## November and December

### Meal Documentation

- Intervention – opportunity identified on tracers; USC audit of meal documentation.
- Staff education – follow-up education with individual nurses when meals not documented.

### Glucometer Scanning Variances

- Staff education – scanning process
- Intervention – observe and evaluate scanning process on unit

*Our Mission*  
To serve through healing,  
education and discovery

## Overall Goals of Program

- Decrease patient and staff injuries
- Improve patient outcomes for nursing sensitive indicators
- Improve the culture of safety within the organization
- Improve compliance with regulatory standards

*Our Mission*  
To serve through healing,  
education and discovery

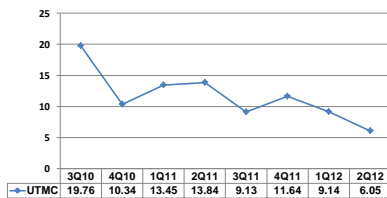
## Benefits of USC Program

- Teamwork and trust between coworkers
- Open communication
- Professional growth
- Increased patient and staff safety

*Our Mission*  
To serve through healing,  
education and discovery

## Restraint Reduction

Percent Patients with Physical Restraints

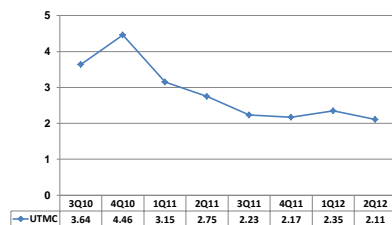


Percent patients restrained is approaching NDNQI Academic Medical Centers mean

*Our Mission*  
To serve through healing,  
education and discovery

## Patient Falls

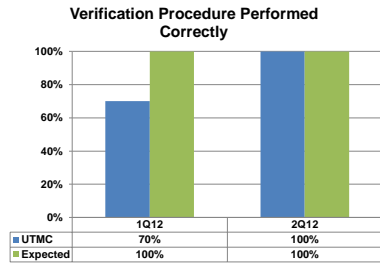
Patient Falls Per 1000 Patient Days



Patient fall rate has been below NDNQI Academic Medical Centers mean for last 6 quarters

*Our Mission*  
To serve through healing,  
education and discovery

## Transfusion Safety



All variances were related to comparison of appropriate label on bag to transfusion slip

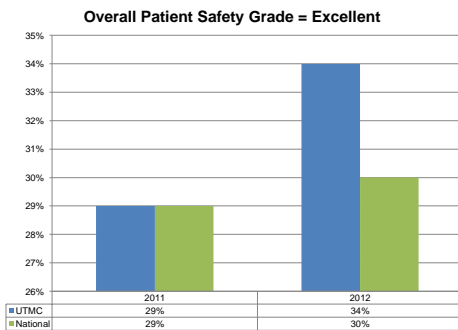
*Our Mission*  
To serve through healing,  
education and discovery

## A Culture of Safety

- Establishing a culture of safety has been a priority.
- Our Unit Safety Coach Program is helping to improve our culture of safety and ensure our patient's and staff's well being.

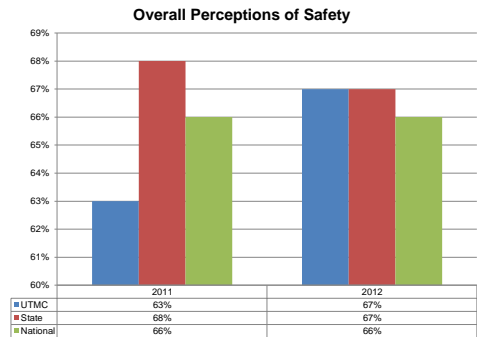
*Our Mission*  
To serve through healing,  
education and discovery

## AHRQ Safety Survey



*Our Mission*  
To serve through healing,  
education and discovery

## AHRQ Safety Survey



*Our Mission*  
To serve through healing,  
education and discovery

## AHRQ Safety Survey

### Improvement in Composite Scores

- 10 of 12 composites improved with 2 remaining the same

### Comparison to National Average

- 2011: 4 were above; 7 were below; 1 was equal
- 2012: 11 were above; 1 was equal

*Our Mission*  
To serve through healing,  
education and discovery

## Implications for Nursing

Through the efforts of the Unit Safety Coach:

- Issues can be addressed and changes made before harm occurs.
- The proactive approach provides for better outcomes.
- Patients and staff are safer.

*Our Mission*  
To serve through reading,  
education and discovery

Questions?