

Breakthroughs in Patient Safety (BIPS) Program: Transforming Our Commitment to Patient Safety



Jody Collins, MSN, RN; Victoria King, MSN, MHA, RN, CNOR, NEA-BC; William Parks, MD, FAAP; Carol Young, PhD, RN
 Memorial Hermann The Woodlands Hospital (The Woodlands, TX) and Memorial Hermann Memorial City Hospital (Houston, TX)



Introduction

Developing and sustaining a strong culture of safety is crucial to improve patient outcomes. This presentation provides insight to Memorial Hermann's innovative strategies to engage & empower nurses, physicians and employee partners while incorporating effective communication centering around Best Practice, Attention to Detail, Support, Communication and using a Questioning Attitude.

Memorial Hermann Healthcare System is committed to Patient Safety as a number one priority. Much effort has been placed on educating and informing all employees as to how safety behaviors reduce errors and harm. Breakthroughs in Patient Safety (BIPS) training is a comprehensive program, supporting our valued culture of safety; mandatory for all employees.

When engaged and passionate staff lead the way for satisfaction, quality and safety; it is reasonable to expect improved outcomes and multi-disciplinary collaboration. Safety happens because individuals are carefully focused on paying attention to details, communicating clearly with one another and support one another to create an environment for improved outcomes for everyone; every patient; every interaction; every time.

Objectives

- Moving from Safety as a priority to High Reliability Safety Culture
- Creating internal values that drive safety vs. focusing on imposed external factors (TJC, CMS)
- Moving beyond minimum standards to Best Practice
- Commitment to long term results that elevate standards and encourage excellence
- Creating exemplary experiences and environment of excellence



Materials and Methods

Safety Coaches, identified per individual hospital department are extensively educated through peer coaching and ongoing, monthly meetings; help each unit understand how to incorporate Safety Behaviors every day in all they do.

This training is reinforced through unit and individual observations to guide and assist staff in assuring safety behaviors are utilized with every patient, every interaction, every time. Safety behavior toolkits are posted on all units and every employee wears a safety coach badge for quick, easy access to all safety behaviors. There is no excuse for NOT understanding and complying with proven practices that prevent errors and promote a safe environment for all patients.

Safety Behavior Toolkit

Results

BIPS training and sustaining a culture of safety has led to a shared awareness and responsibility for all. Employee partners; including staff, physicians and volunteers share success stories and "great catches" on an ongoing basis; therefore, we continually learn to improve and evolve safety practices; evidence of our commitment to establishing safety as a core value. The following is a great catch story to demonstrate the importance of safety behaviors:

"A patient had her home medication listed as Lyrica 250mg QID. This was profiled. A nurse who was going to give Lyrica noticed the frequency and thought that it was a high dose. The nurse spoke with the patient and it turned out the nurse who wrote the home medications list had written QID instead of BID." This is a good example of STAR (Stop, Think, Act, and Review) and using a Questioning Attitude to verify and validate a medication history and order. **GREAT CATCH!**

References

Institute of Medicine. *Keeping Patients Safe: Transforming the Work Environment of Nurses*. Washington, DC: National Academies Press; 2004.

The Joint Commission. Facts about patient safety. http://www.jointcommission.org/assets/1/18/Patient_Safety_1_14_11.

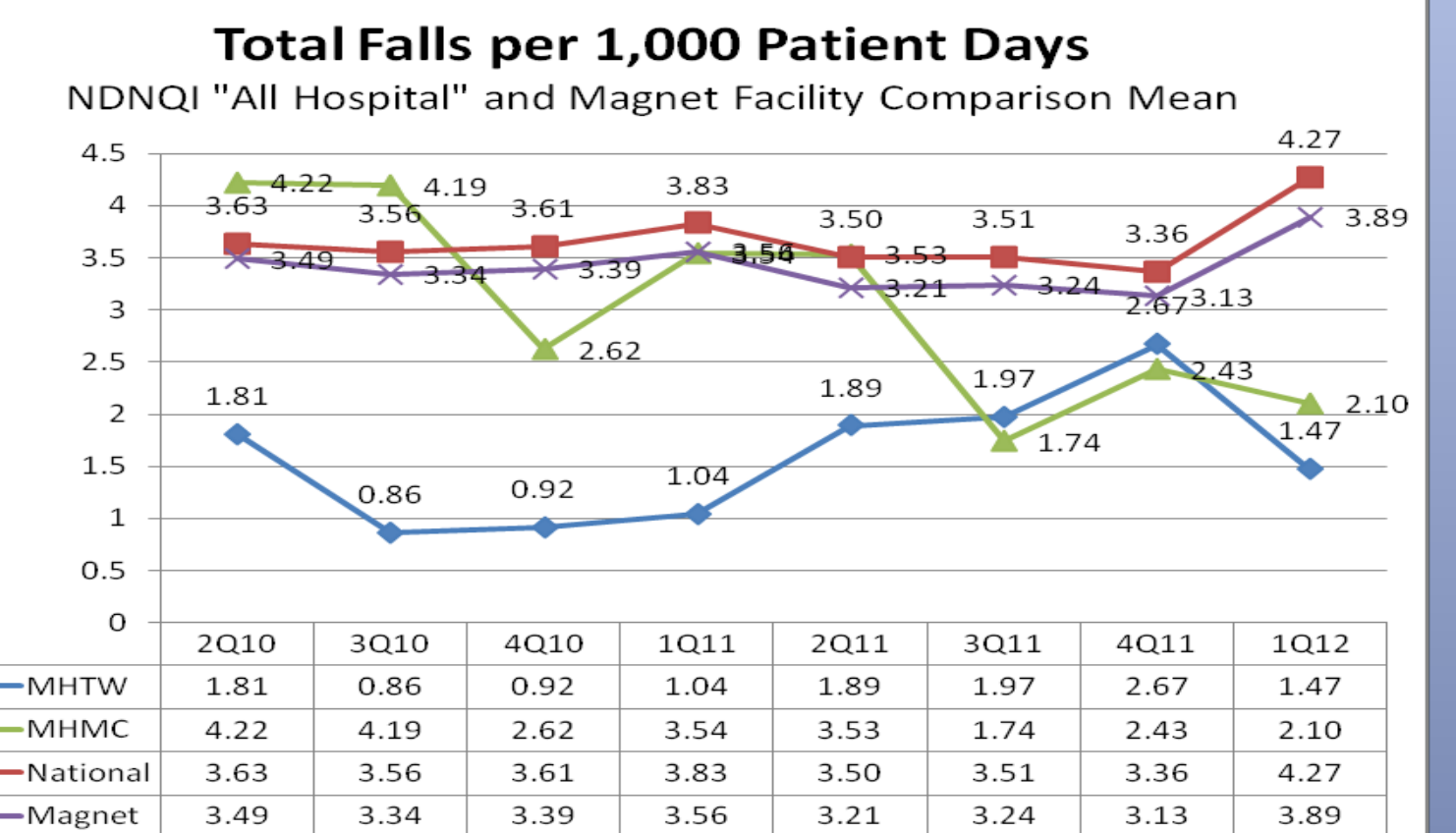
Conclusions

An evolution in our culture of Safety has occurred. Memorial Hermann The Woodlands Hospital (MHTW) has expanded the mandatory training to the Physician and Allied Health professionals practicing within the facility. To date some 1000 have completed the BIPS training.

Number Educated in BIPS Training

	MHTW	MHMC
Bed Size	252	426
Nursing	650	633
Employees	1400	1506
Volunteers	300	246

Safety specific committees, such as a Falls Task Force have been established to heighten fall prevention and provide an opportunity for the sharing of valuable results; including nurse sensitive indicator performance.



Acknowledgements and Contact Information

Jody Collins, MSN, RN
 Nursing Excellence and Magnet Program Manager, Memorial Hermann The Woodlands Hospital
Jody.collins@memorialhermann.org - 713-897-5514

Victoria King, MSN, MHA, RN, CNOR, NEA-BC
 CNO, Memorial Hermann The Woodlands Hospital
Victoria.king@memorialhermann.org - 713-897-2313

William Parks, MD, FAAP, CMO & Chief Patient Safety Officer, Memorial Hermann The Woodlands Hospital
William.parks@memorialhermann.org - 713-897-2587

Carol Young, PhD, MBA, BSN, RNC-LRN, Magnet Program Coordinator, Memorial Hermann Memorial City
Carol.young@memorialhermann.org - 713-242-4931