

# **Baraga County Memorial Hospital Journey to High Reliability Organization**

Margie Hale CEO

## Oro™ 2.0 Executive Summary

**Assessment Name:** BCMH Consensus assessment  
**Assessment Completion Date:** 3/8/2016

**Baraga County Memorial Hospital**  
HCO ID: 4725

	Beginning	Developing	Advancing	Approaching
<b>Leadership</b>				
Board	✓			
CEO/management	✓			
Physicians		✓		
Quality strategy			✓	
Quality measures	✓			
Information technology		✓		
<b>Safety Culture</b>				
Trust	✓			
Accountability			✓	
Identifying unsafe conditions			✓	
Strengthening systems		✓		
Assessment			✓	
<b>Performance Improvement</b>				
Methods		✓		
Training		✓		
Spread	✓			

Baraga County Memorial Hospital is committed to a zero harm environment for patients, employees and visitors

**What does High Reliability Mean to Baraga County Memorial Hospital**

- Multidisciplinary team approach of front line staff
  - Nursing
  - Dietary
  - Physical Therapy
  - Physician Group

**High Reliability Action Team**

- Selection of Medication Reconciliation made to help improve HCAHP scores in regard to understanding medications and transition of care, improve safe medication administration
  - Developed reminder labels for discharge folders to bring medications to follow-up appointments, emergency room
  - Article in the L'anse Sentinel in regard to importance of knowing patients correct medication for safe care
  - Medications bags distributed to patients who have 6 or more medications
  - Medication disposable available at the hospital for patients with change in medications while hospitalized
  - Partnered with local pharmacy to provide lunch and learn on the importance of medication adherence

**HRA Team 1<sup>st</sup> Project**

- Monitor HCAHP scores for improvement in discharge medication and transition of care scores
- Increase in the number of patients bringing medication bags to follow-up appointments and emergency room visits.

## **Measurement of Success**

### **Medication Reconciliation Project**

- Trust of organization evaluated through employee engagement survey summer 2016
- Trust has been increased through the organization by the use of Quality Impact Teams.
- Quality Impact Teams are made up of front line staff.
  - Standards Team
  - Measurement Team
  - Communication Team

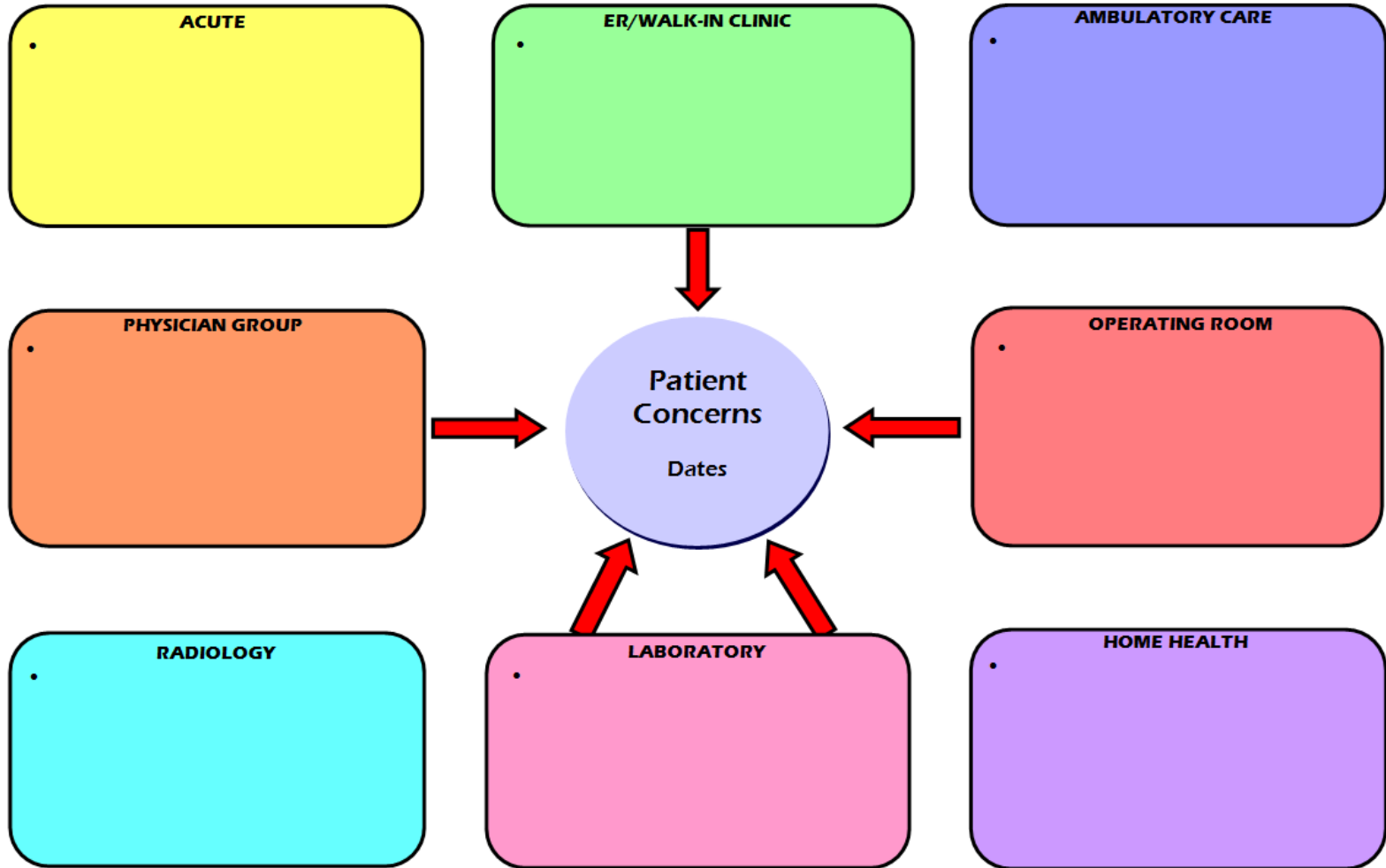
**Trust**

- Quality measures are reported at supervisor and employee meetings monthly
- Development of “hub” format to review patient concerns on the department level
- Quality an agenda item on board meeting

**Transparency in Quality Measures**



## Baraga County Memorial Hospital Patient Concerns



- Attended two phone calls with Cincinnati Children's Hospital
- High Reliability Action Team developing template for safety huddles for a facility our size
- Safety huddles will initially start with 5 days per week

## **Development of Safety Huddles**

- Baraga County Memorial Hospital is honored to be selected as part of the Tier 2 High Reliability group and feel with the guidance of MHA and the Joint Commission Center for Transforming Healthcare we will continue to grow on our Journey to a High Reliability Organization to create an environment of zero harm for our patients, employees and community

## Conclusion