

**SPECTRUM HEALTH**



# MICAH Strategic Team #1

Making care safer by reducing the  
harm in care delivery

# Strategy Group 1: What we have accomplished

Conducted membership survey in 2015 to identify a group baseline.

Questions asked:

- What safety culture model do organization use?
- How long has safety culture model been in place?
- Who in the organization has received safety culture education?
- Does the organization have a method to tract patient harm events?
- If you have a safety culture model instituted, does your organization conduct “Rounding” to reinforce the safety culture behaviors?
- Does your organization participate in submitting to a PSO?



# Strategy Group 1: What we have accomplished

## What we have learned:

- 20 CAHs report to a PSO (most MHA PSO), and all that do not report to a PSO do have an internal mechanism for monitoring.
  - Kerry Olsen, Spectrum Health Reed City was appointed to the MHA PSO Advisory Committee.
  - Legal Protection for Safety Story – Explored this option with MHA PSO, but not feasible at this time.
- Identified through brain storming the top organizational departments of concern to reduce harm:
  - Surgery: Timeout process
  - Emergency: Handoffs and Throughput process
  - Diagnostic Imaging: Handoffs

# Strategy Group 1: What we have accomplished

## Safety Culture Education:

- High Reliability by Gary Roth, MHA
- Shared Leadership Rounding tools to focus on the safety culture to reduce harm
- A3 Process Improvement Training
- Allegan General Hospital presented Antibiotic Stewardship program
- Spectrum Health Gerber Memorial presented Safety Culture Journey
- TEAMStepps program
- Safety behavioral tools: SBAR, CUSP program tools

# Strategy Group 1: What we have accomplished

A High Reliability Organization continually grows its patient safety culture which in turns effects the patient and family engagement, increases utilization of safety behaviors to mitigate harm, improves quality outcomes and creates a safe environment for employees.

Next steps to think about:

- How do we as MICAH organization continue to support our members on their organizational safety journey?
- How do we ensure Michigan communities experience NO PATIENT HARM while under our care?

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