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# Safety Culture Journey

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## Safety Culture Journey

- Began in 2003 with participation with MHA ICU Keystone project to reduce central line infections
- Utilized the CUSP (Comprehensive Unit-based Safety Program)
- Utilized MHA Safety Culture Survey with PASCAL Metrics

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## Safety Culture Journey cont.

- 2012 Healthcare Performance Improvement (HPI) conducted our first safety culture assessment
- Learnings:
  - Highly visible CEO and executive staff continuously emphasizing patient safety as a core value
  - A manager/safety coach team continuously montoring error prevention techniques through discussions (rounding for influence) and 5:1 feedback
  - Physician champions demonstrating and teaching error prevention techniques and modeling teamwork
  - The frontline associates integrated into the team through reward and information

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## Safety Culture Journey cont.

Action:

- Daily Safety Call – 7 days a week
- A safety story at every meeting
- Developed Safety Coach Program to reinforce newly learned safety behaviors
- Electronic Event Reporting
- Provided Safety Culture education to board, Medical Staff, leaders, and staff

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## Safety Culture Journey cont.

- Spectrum Health System changed to use safety culture survey questions by Agency for Healthcare Research and Quality (AHRQ)
- 2013/2015 Bi-annual safety culture survey was completed

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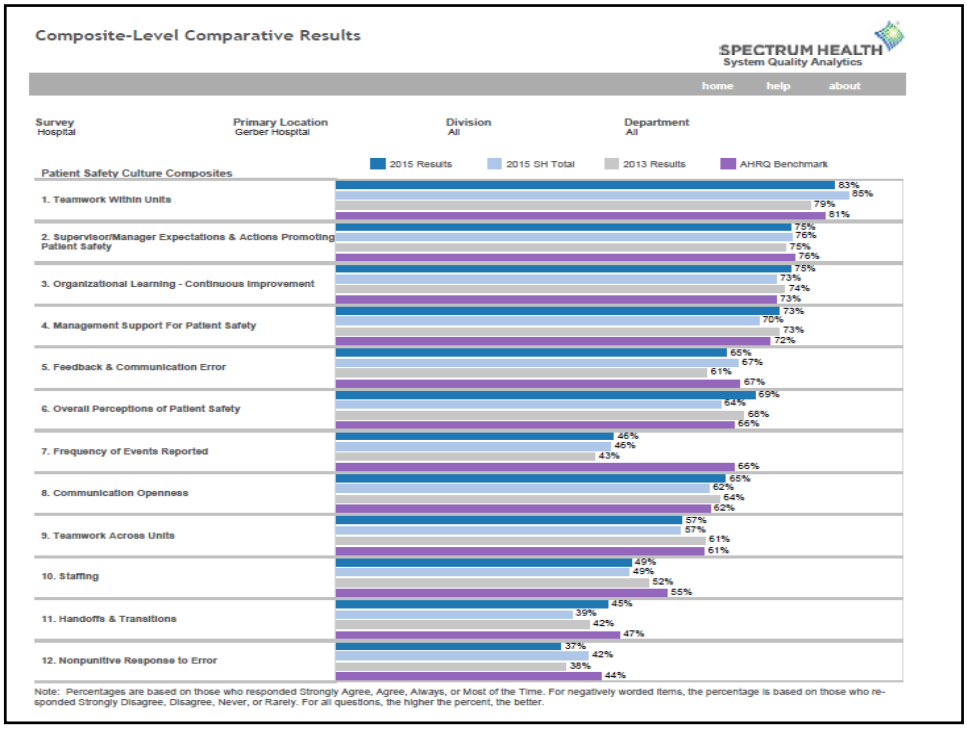


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# Safety Culture Journey cont.

2015 Safety Culture Feedback - Hospital:

- Questioned adequate staffing to ensure patient safety
- Non-punitive error responses
- Frequency of event reports
- Hand off and transitions
- Teamwork across departments

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## Safety Culture Journey cont.

Action:

- Provided education to staff, providers, and leadership the purpose of event reporting was for process improvement to keep patient safe – not punitive.
- Develop Patient Safety Chain of Command policy. When you utilize safety behavior ARCC say “I have a concern”, everyone stops and listens.
- Created model for leaders to communicate feedback to staff on events with harm or near misses. This process allows staff voices to be are heard.

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## Safety Culture Journey cont.

- Conducted Root Cause Analysis (RCA)
  - (2) with harm
  - (14) with no harm

“The way the RCA’s are conducted is non-punitive, we learn so much to make it better.” Staff are engaged.

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# Safety Culture Journey cont.

- Safety Coach Members responsibilities:
  - Promote safety behavior of the month
  - Develop a fun ways to reinforce the use of safety behaviors
  - Co-owner of new internal Safety Central website
  - Works with manager or leader to promote safety stories within their department

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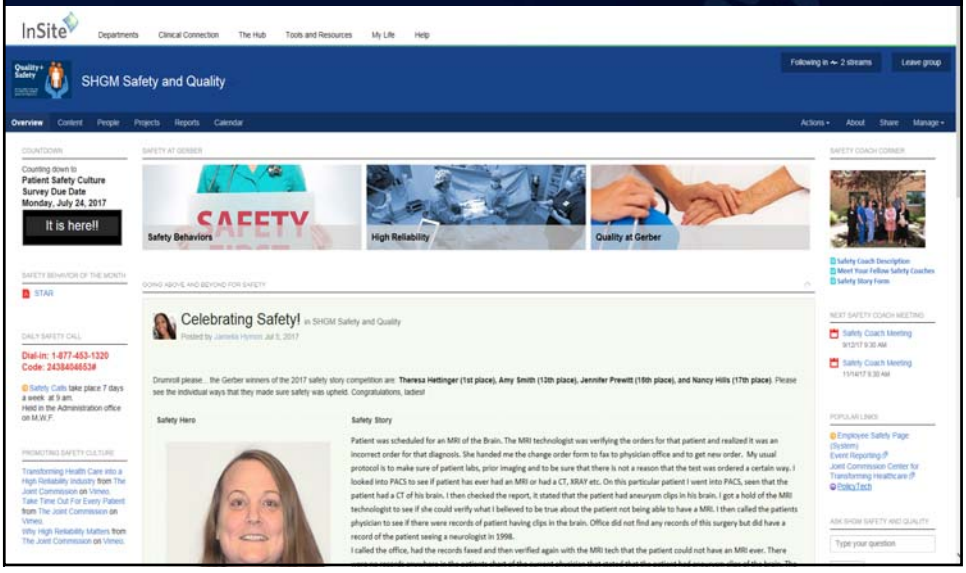
# Safety Culture Journey cont.



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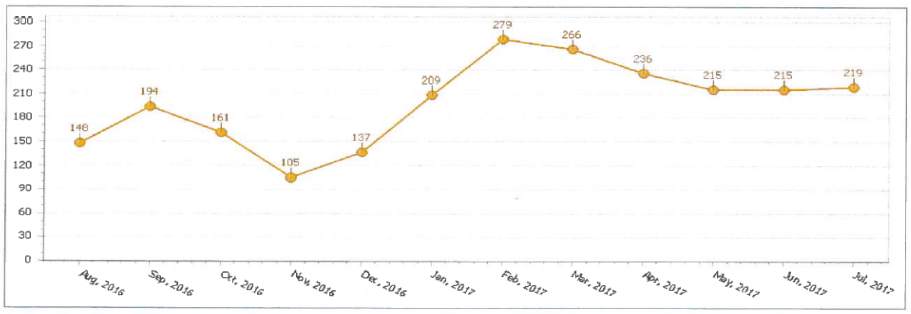
# Safety Culture Journey cont.

12 Month Volume Trend Graph

File Manager Report Package

Event Date (mm/dd/yyyy) is within August, 2016 and July, 2017



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# Safety Culture Journey Cont.

- May 2017 requested a reassessment of safety culture by HPI
- Just completed bi-annual safety culture survey July 2017.
  - 82% response rate from hospital and provider offices.
  - Zero harm is truly our goal

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