

# Absolute Safety Rules



**SAFETY *First***

# Objectives

- Identify the need to increase quality and safety in patient care.
- Identify a method for unit managers to provide clear and consistent direction for nursing staff.
- Engage the organization in advancing towards a culture of safety.



# Genesys Community

- Several impacts in the community



# Journey to a Culture of Safety

- 2011 to present
- HRO training sessions for all leaders, staff , and physicians.
- Introduction of error prevention behaviors
- Implementation of leadership huddle
- Implementation of unit based huddles

# First Absolute Safety Rule

## **Patient Identification**

I will verify and match patient identification using name and date of birth\* before taking action with a patient or patient information.

\* Name and MRN will be used for infants in the Family Birthing Center.

# Importance of 2 patient identifiers

- 2013 Joint Commission National Patient Safety Goal
- Correct patient getting the correct care
  - Use 2 patient identifiers before all medication administration
  - Before all treatment and care
  - Before every procedure

# Absolute Safety Rules

- Safety Absolutes are to be viewed as an important part of safety- not as a punishment program.
- Non-compliance should be minimal.
- Failure to follow absolute safety rules may results in harm to the patient.

# Timeline for Implementation

<b>Member of healthcare team</b>	<b>Date for implementation</b>
Executive Team	TBD
Managers	
Staff	
Safety Coaches	



# Managers Responsibility in Absolute Safety Rules

1. Communicate the right message about Safety Absolutes and educate employees about expectations.
2. Identify road blocks and fix processes that make it hard to comply with the Safety Absolute expectations.
3. Reinforce and build accountability.
4. Stand behind individuals who 'stop' a process because a Safety Absolute has not been satisfied-praise them for their actions.

# Talking Points

- The first safety absolute is patient identification.  
*“We shall verify and match patient ID using patient name and date of birth before taking action with the patient or patient information.”*
- Safety Absolutes are about acts of preventing harm.
- These acts are so important to safety that we agree to do them exactly, each and every time.

# Commitment

- In addition to making Patient Identification your habit, will you help *others* build the habit-recognize when they practice the Safety Absolute and remind them if they forget?

# Concerns

## Potential barriers or issues:

- Patient Wrist Bands
- Lab Computer Screens
- Transfusion records
- ED forms
- Handoff tools
- Patient specific medication labels

# Go Live Readiness

- HRO Training Completed/ Ongoing
- Leadership Training
- Success Stories

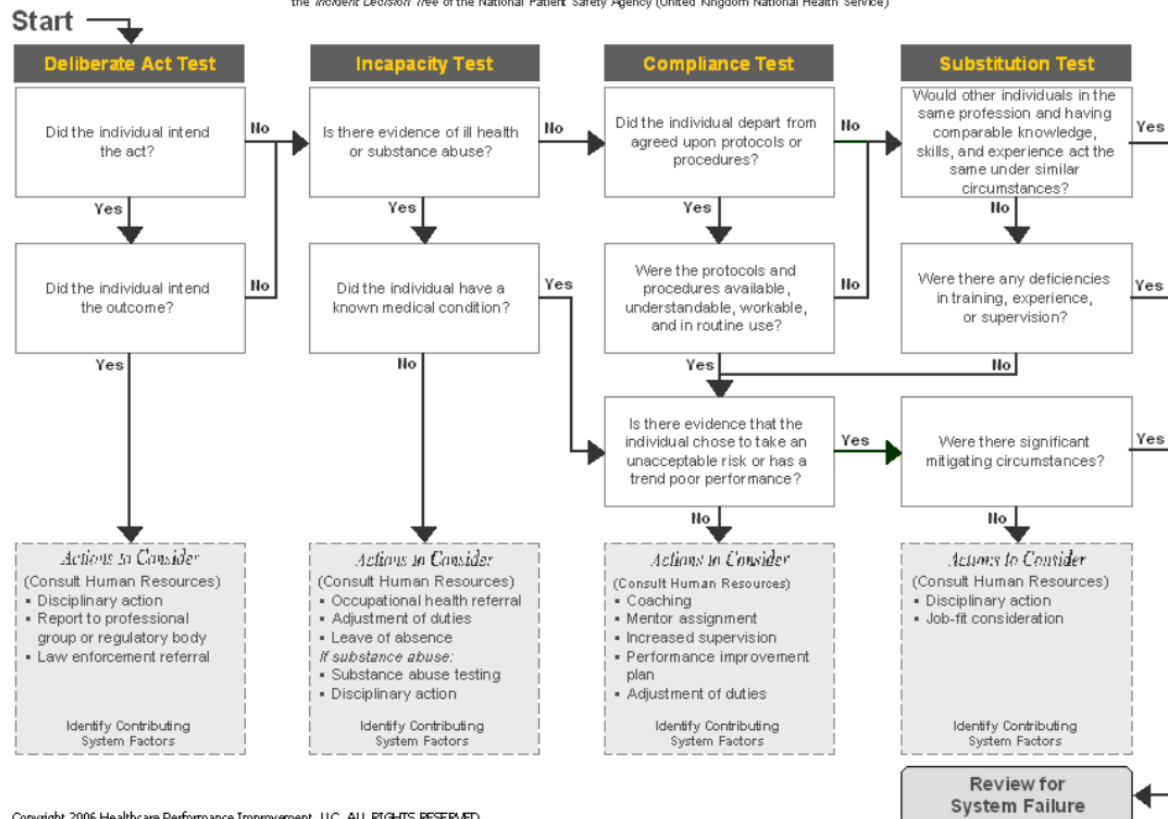
# How do we Manage Safety Absolute Violations

- Clear direction for leaders
- Determine unintended errors vs. noncompliance
- Consequences of noncompliance
- Always consult with manager and human resources representative

# Performance Decision Tree

## Performance Management Decision Tree

Adapted from James Reason's *Decision Tree for Determining the Culpability of Unsafe Acts* and the *Incident Decision Tree* of the National Patient Safety Agency (United Kingdom National Health Service)



# Follow Up Process & Documentation

- Documentation Form
- Database for tracking coaching discussions and discipline.



# Documentation Form

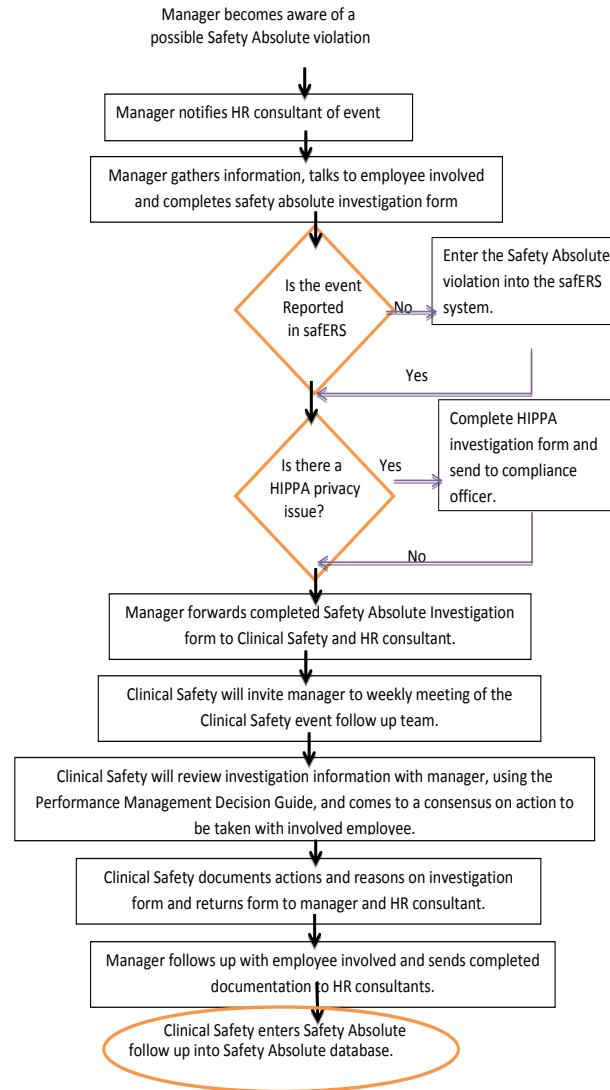
<b>Employee Involved</b>	
<b>Department Name</b>	
<b>Date of Event</b>	


<b>Type of Safety Absolute violation</b>	Medication Administration
	Specimen Collection
	Patient Information
	Identification Band
	Other
<b>Description of Safety Absolute Violation</b>	
<b>Is this a process related issue?</b>	
<b>Employee's perspective of the event, to assure we understand why the Safety Absolute violation occurred.</b>	
<b>Steward Present for Investigation</b>	
<b>Is there a history of performance problems?</b>	
<b>Manager's name</b>	

Clinical Safety Documentation below this line

<b>Action Recommended and Reason</b>	
<b>Comments</b>	

# Management Algorithm





Thank you for your contribution to  
improving quality care, and  
promoting patient safety.