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 <u>name</u> and <u>date of birth</u>* 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

Member of healthcare team	Date for implemtation
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 bee 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) Start Incapacity Test Compliance Test **Deliberate Act Test** Would other individuals in the same profession and having Did the individual depart from comparable knowledge, Did the individual intend Is there evidence of ill health agreed upon protocols or the act? or substance abuse? skills, and experience act the procedures? same under similar circumstances? No Yes Yes Yes Were the protocols and Were there any deficiencies No Yes No Yes Did the individual intend Did the individual have a procedures available. in training, experience, the outcome? known medical condition? understandable, workable, or supervision? and in routine use? No Yes No Is there evidence that the Were there significant Yes individual chose to take an unacceptable risk or has a mitigating circumstances? trend poor performance? Actions to Consider Actions to Consider Actions to Consider Actums to Consider (Consult Human Resources) (Consult Human Resources) (Consult Human Resources) (Consult Human Resources) Disciplinary action · Occupational health referral Coaching Disciplinary action Report to professional · Adjustment of duties · Job-fit consideration Mentor assignment group or regulatory body Leave of absence Increased supervision Law enforcement referral If substance abuse: · Performance improvement · Substance abuse testing plan Disciplinary action · Adjustment of duties Identify Contributing Identify Contributing Identify Contributing Identify Contributing System Factors System Factors System Factors System Factors Review for System Failure Copyright 2006 Healthcare Performance Improvement, LLC. ALL RIGHTS RESERVED.

Follow Up Process & Documentation

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

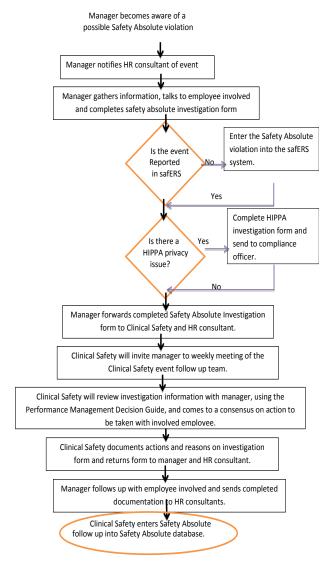
Documentation Form

Employee Involved	
Department Name	
Date of Event	

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

Clinical Safety Documentation below this line		
Action Recommended and		
Reason		
Comments		

Management Algorithm



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