

Client Case Study: Children's Hospital & Medical Center

Reducing Medication Errors with Quantros SRM: Focus on Patient Safety Culture Improved Outcomes at Children's Hospital & Medical Center

The Challenge

Mel Hall, Performance Improvement Coordinator and Safety Officer for Children's Hospital & Medical Center (CHMC) in Omaha, Nebraska, made broadening the hospital's existing culture of patient safety one of her primary objectives when she first came to CHMC more than eight years ago.

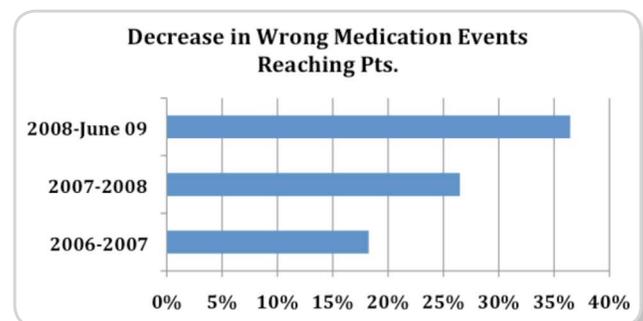


The hospital had already achieved an impressive patient safety record, yet collaboration among different disciplines wasn't wholly integrated into the fabric of the hospital's day to day operations. Furthermore, patient safety events and near misses were not discussed by the Hospital's Governing Board or medical and support staff.

With an increasing focus from regulatory agencies and the hospital staff, medication errors, although low, were identified as an area for improvement. Hall recognized this as an opportunity to address a performance issue while strengthening the organization's commitment to a culture of patient safety.

The Solution

CHMC upgraded to the Quantros Safety and Risk Management (SRM) solution, identifying it as an essential part of their patient



safety infrastructure. A standing Pharmacy and Therapeutics (P and T) Committee was already in place so when medication errors became a focus, a multidisciplinary medication error workgroup including physicians, nurses and pharmacists was quickly and easily convened.

The Quantros SRM™ ad hoc reporting capability gave the medication error workgroup reports with key results for discussion and review. Administration, transcription, dispensing and prescription errors were identified and analyzed. In a process that would be repeated over several months, the workgroup was then able to implement policy and process changes, review the effects of those changes on performance and make adjustments. Pharmacy Manager Lisa Kwapniowski championed these efforts.

Key Results

Quantros SRM enabled Children's Hospital and Medical Center to:

- » Identify and manage quality improvement efforts
- » Track the effectiveness of policy and process changes
- » Positively impact the organization's patient safety culture
- » Reduce the average number of all medication errors by 38% over 18 months

The Results

The reduction in medication errors was dramatic. CHMC reduced the overall medication error rate by 38% and cut the average number of administration errors in half over a two year period. “Wrong” medication events (i.e., incorrect dose, drug, time, route, frequency or patient) actually reaching the patient dropped by 62% (see chart).

Notably, over the same two year period the average number of doses per month increased nearly 50%.

The P and T Committee also implemented a number of policy and process changes as a result of the information generated from Quantros SRM. Changes included enhancing communication with home health organization staff to reduce errors in the field, making computerized physician order entry (CPOE) mandatory for high alert medications to reduce transcription errors and simplifying NICU order sets to improve outcomes in CHMC’s 47 bed unit.

Summary

In addition to the project’s success in reducing medication errors at CHMC, it provided an opportunity to reaffirm the hospital’s commitment to maintaining a robust culture of patient safety. Engaging stakeholders across the organization gave ownership to a broad coalition of involved parties and created a strong sense of shared governance.

As a result of the changes that CHMC implemented using SRM as a reporting and monitoring tool, they were able to accomplish, in Hall’s words, “Huge, wonderful things. The focus on patient safety culture decreased our medication errors and improved patient outcomes.”

About CHMC

Proudly serving children since 1948, Children’s Hospital & Medical Center is the only full-service, pediatric health care center in Nebraska. Located in Omaha, it provides expertise in more than 30 pediatric specialty services to children and families across a five-state region and beyond. The 145-bed, non-profit hospital houses the only dedicated pediatric emergency department in the region and offers 24-hour, in-house services by pediatric critical care specialists.

“Quantros SRM provided the data we needed to decrease medication errors, improve patient outcomes and focus on a robust patient safety culture. As a result, we’re able to achieve huge, wonderful things.”

Mel Hall
PI Coordinator and Safety Officer
CHMC

About Quantros

Quantros is a leading provider of patient safety and quality software to the U.S. healthcare industry. Currently, its Software-as-a-Service-based applications help over 2,000 healthcare facilities improve clinical performance and safety. The platform supports the highest quality healthcare standards, aiding clients to save lives, promote patient well-being, and conserve financial, medical and information technology resources. www.quantros.com