

Creative Approaches and Staff Rewards Yield Strong Safety Results



The Client

Summit Healthcare Regional Medical Center, an 89-bed hospital and clinic system located in the White Mountains of Northeastern Arizona, provides a full range of specialties, and serves a 3,000 square mile area.

Solutions

Safety Event Manager™
PSO Manager
PSO Membership -
Quantros Patient Safety Center

The Challenge

Summit was using a manual reporting system to track safety events and found that most of their time was spent tracking data, and not on uncovering or addressing the causes of events. Public reporting sites were not always favorable. In addition, Summit was concerned about the January 1, 2017 deadline requirement to belong to a Patient Safety Organization (PSO).

The Solution

An incident management and reporting system was key to accurately identifying and measuring patient safety events. Summit chose Quantros Safety Event Manager™ to record and track events starting in 2007. Carolyn Jacobs, chief quality officer, who served as the driving force behind Summit's improvements in safety events, stated, "Quantros' safety event capture system was the cornerstone of being able to track events and measure improvements."

After evaluating the data and identifying the root cause of these events, Summit began taking action to improve safety while consistently reporting all events types, including unsafe conditions and near-misses. Focused on organizational and clinical changes at the point of care, Summit implemented multiple patient safety initiatives—some of which included:

The "Success Sharing" Bonus Program

When a 2012 goal of a 30 percent reduction in patient safety events was reached, followed by a 15 percent reduction in 2013, staff began sharing financially in that success.

Low Threshold for Root Cause Analyses

Root Cause Analysis (RCA) now focuses primarily on less serious events, and includes the evaluation of system issues and multiple departments.

Fall Prevention

Beginning in 2011, staff had patients at risk for falls wear yellow gowns. Summit did not have any serious patient fall incidents for over two years. A slight increase in falls in 2014 was addressed with staff education to re-establish proper gowning according to fall risk.

Active Infection Prevention Committee

Summit implemented chlorhexidine washing for orthopedic and ICU patients.

Bedside Shift Report

To improve patient engagement and compliance, staff educates patients on their conditions, treatments and "staying ahead of their pain." This has also led to improved Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHP) scores.

Hourly Rounding

Staff use the "5 Ps": Pain, Position, Potty, Pulmonary and Promote aspiration precautions. RNs and patient care technicians alternate hours and are armed with a checklist. Pulmonary and aspiration precautions were added in 2013 and resulted in zero hospital-acquired pneumonia, with a marked decrease in aspiration pneumonia.

Preventing Medication Errors

Several activities, including the development of an Active Medication Systems team, implementing 24/7 pharmacy hours and hiring a new pharmacy director, have reduced medication errors.

TeamSTEPPS and Just Culture Training

This is ongoing, with a strong commitment and support from executive leadership and staff.

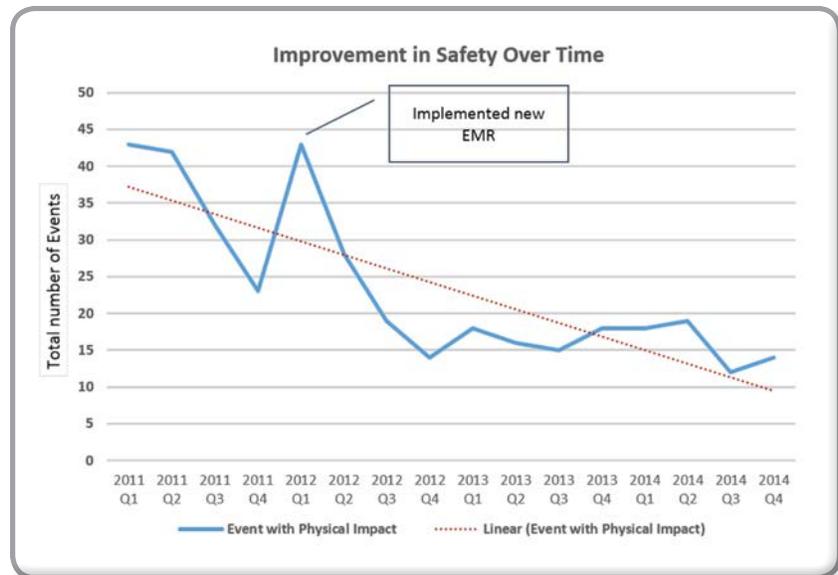
“Quantros’ safety event capture system was the cornerstone of being able to track events and measure improvements.”

Carolyn Jacobs, RN, MS, CPHQ
Chief Quality Officer
Summit Healthcare

Summit also joined the Quantros Patient Safety Center (QPSC), a federally listed Patient Safety Organization. “Initially, we joined the Quantros PSO due to the Affordable Care Act mandate deadline of January 1, 2017,” says Jacobs. “QPSC provides legal protections that help foster candid discussions and learning to take place to make safety improvements.”

The Results

In 2012, Summit improved patient safety by 43 percent for events that impacted patients directly and 28 percent overall. In 2013, the overall improvement for events impacting patients was 35 percent, and by 2014, this tapered to 6 percent. From 2011 to 2014, there was a total improvement of 55 percent. The event types reported have changed over time; there are now fewer events impacting patients and more near-miss events reported.



For More Information

Email: sales@quantros.com
Phone: 1-877-QUANTROS
Website: www.quantros.com/srm

Summary

With a dedicated, passionate staff, the right tools and a Just Culture approach, Summit Healthcare Regional Medical Center demonstrates that hospitals under 100 beds can achieve significant improvements in the safety and quality of patient care.

About Quantros and the Quantros Patient Safety Center

Quantros helps thousands of hospitals, health systems and retail pharmacies perform the clinical, financial and operational reporting and analysis needed for accountable care. Through the better use of data and analytics, Quantros empowers customers to accurately measure and benchmark quality, improve safety performance and lower the total cost of care.

The Quantros Patient Safety Center (QPSC) is a federally designated Patient Safety Organization (PSO), serving licensed providers across the healthcare continuum and throughout the nation.