



Healthcare Organization Commitment

Contact Details

Name

Helen Macfie

Phone

(714) 580-9009

Email

hmacfie@memorialcare.org

Position

Chief Transformation Officer, MemorialCare Health System (So California)

Organization Name

Memorial Health Care System

Organization Address

17360 Brookhurst
Fountain Valley, California 92708
US

Participants

Helen Macfie, Chief Transformation Officer

APSS

Have you reviewed the Patient Safety Movement Foundation's Actionable Patient Safety Solutions (APSS)?

Yes

What Patient Safety Challenge does your Commitment address?

Challenge 1 - Culture of Safety

Commitment Name

Patient Safety Culture

How Many Hospitals Will This Commitment Represent?

4

Scorecard View Error

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Commitment Details

Commitment Summary

MemorialCare has used the AHRQ survey since 2008. We have seen improvement in key domains of focus including Communication Openness from the 25th percentile of AHRQ to now 91st percentile for 2019, Teamwork across Hospital Units from the 7th percentile of AHRQ to now 84th percentile for 2019 and Hospital Handoffs and Transitions from the 5th percentile of AHRQ to now the 69th percentile. Our target is to achieve at least the 75th percentile. Multiple elements of the APSS have been implemented including use of Outcomes Engineering model of just culture. Despite these gains, the fourth domain of Non-Punitive Response to Error has remained around the 25th percentile (baseline 21st percentile to now 28th percentile).

Action Plan

As we segment the data by entity, our two unionized hospitals have the lowest score for Non-Punitive Response to Error. Focus groups have been held with staff and we are actioning staff's response. We have also developed a hotline to complement our on-line reporting system (trialing with physicians first). And our senior teams at all facilities are actively hosting daily safety huddles and Management for Daily Improvement rounds with staff.

Impact Details

Lives Saved

Tell us about your baseline level of harm:

215

Next, make a prediction (goal) from your baseline above for 1 year from today. We'll give you the opportunity to update us next year on the actuals:

73

Lives Spared Harm:

Methodology for Determining Lives Saved:

We use the Partnership for Patients definition, now updated for systemwide harms, as a percentage of hospital admissions. We started in 2011 with a rate of 1.46% and our overall goal is to reduce that by relative 90%, to 0.15%. Currently we are down to 0.4% in 2018, and 0.35% so far in 2019.