Healthcare Organization Commitment

Contact Details

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Position
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Organization Name
Memorial Health Care System

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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 16 - Person and Family Engagement
Commitment Name
Engaging Persons and Families

How Many Hospitals Will This Commitment Represent?
4

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Commitment Details

Commitment Summary
MemorialCare has an ongoing commitment to involving people/patients and families in our care design and patient safety processes. Each entity has a PFAC and patients are involved in Lean redesign throughout. Our Simply Better Behaviors including Always Improving are part of orientation and ongoing focus, with special “All Hands rally” MemorialCare Experience events held for staff, physicians and volunteers across the system.

Action Plan
Ongoing focus on involvement of people/patients and families in care design and patient safety processes.

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:
142

Methodology for Determining Lives Saved:
This mirrors our Harm Across the Board measure as a surrogate measure for patient and family involvement (please do not double-count)