Healthcare Organization Commitment

Contact Details

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Commitment Details

Commitment Name
Integrating high reliability behaviors into patient centered medical homes to reduce preventable errors in the primary care delivery system.

Participants
Patty Martens
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Leslie Szabla

What Patient Safety Challenge does your Commitment address?

Patient Safety Movement Foundation | patientsafetymovement.org
Challenge 1 - Culture of safety

How Many Hospitals Will This Commitment Represent
1

Commitment Summary
Many hospital systems across the country have embraced the concepts and tactics of high reliability organizations to reduce rates of harm to patients. While these activities are vital to eliminating serious harm to patients, we need to extend these concepts and tactics to the component of the health care delivery system where the majority of Americans will receive most or all of their care: the primary care physician office. NewHealth Collaborative, Summa Health System’s accountable care organization (ACO), will work to integrate the high reliability practices adopted successfully by the System’s hospitals to its owned and affiliated primary care offices.

Commitment Description & Detail
Four essential practices that have been adopted widely (with specific tactics for each) will be deliberately incorporated into the standards for our primary care offices to achieve patient centered medical home (PCMH) status. These essential practices are:
1) Practice with a Questioning Attitude;
2) Focus on the Task;
3) Communicate Clearly; and
4) Cross Check Each Other. Each practice has a defined toolkit for staff, physicians, and leaders, outlining specific behavioral expectations to be incorporated into daily practice.

These tactics will be incorporated into our PCMH standards and offices will be provided with education, support, coaching, and evaluation to facilitate their adoption of them.

Action Plan
1. Complete an assessment of current PCMH standards and points of incorporation of high reliability tactics: Q1 2015
2. Incorporate practices with specific tactics listed above into PCMH standards and processes: Q2 2015
3. Deploy integrated standards across all practices (N = 250 primary care physicians and their teams): Q3 - 4 2015

Commitment Timeline
1. Complete an assessment of current PCMH standards and points of incorporation of high reliability tactics: Q1 2015
2. Incorporate practices with specific tactics listed above into PCMH standards and processes: Q2 2015
3. Deploy integrated standards across all practices (N = 250 primary care physicians and their teams): Q3-Q4 2015