Healthcare Organization Commitment

Contact Details

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Sharp HealthCare

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Commitment Details

Commitment Name
Culture of Safety; Eliminate wrong patient, side and site surgery and procedures

Participants
Cheryl Dailey

What Patient Safety Challenge does your Commitment address?
Challenge 1 - Culture of safety

How Many Hospitals Will This Commitment Represent

Patient Safety Movement Foundation | patientsafetymovement.org
Commitment Summary
1. Improve the AHRQ Culture of Safety scores at Sharp HealthCare.
2. Eliminate wrong patient, side and site surgery and procedures at Sharp HealthCare.
   A. TeamSTEPPS is only about 30% deployed. Physician engagement is lacking.
   B. Staff sometimes don’t feel comfortable speaking up for patient safety. Physician intimidation is present at times.
   C. Surgical and procedural processes: scheduling, pre-procedure verification and time-out - require constant management of risk.
   D. We’ve had 4 WSS in the past year and the root cause in all is lack of team behaviors by physicians.

Commitment Description & Detail
1. Improved teamwork scores by FULLY deploying TeamSTEPPS (we have been integrating team training since 2003).
2. Improve openness communication scores through focus groups and focused leader development strategies.
3. Continue to monitor surgical and procedural value streams and monitor and manage processes: scheduling, pre-procedure verification and time-out.
4. Create and deploy Safe Surgical and Procedural Dashboard with key culture, process audits and outcomes.

Action Plan
1. Adopt Safety as a new core value for Sharp HealthCare. 2. Formulate a committee to explore and implement high reliability principles and commit to becoming a HRO. 3. Standardize and mandate safety training from Board to Bedside. 4. Implement team training for key physicians. 5. Add specific safety section to Sharp’s annual performance targets - including hand-washing, AHRQ Culture of Safety Survey scores, employee injuries, and eliminating overlap registrations - in addition to the quality measures of mortality, readmissions and complications.

Commitment Timeline
2017