

# Mariners Hospital Champions for Change

Rural Organizational Safety  
Culture

# Roll out

- 2006 Patient Safety Week
- Theme
  - life ring/ live savers
- Survey
  - Non-modified Hospital Survey
  - Given to all clinical departments staff
  - Drop boxes for return in all departments
  - Campaigned during lunch hours
  - Hospital Newsletter
  - Campaign lasted 2 weeks

# Results

- Participation rate 53%
  - 188 surveys distributed 99 returned
- Review Results
  - Managers and Directors
    - Questions of “Hospital Management Support for Patient Safety” (F1, F8, F9)
    - Employee focus group
  - Patient Safety Champions
    - Departmental Concerns

# Potential Areas for Improvement

## Patient Safety Champions Recommendations

- Frequency of Events Reported
- Hospital Management Support for Patient Safety
- Hospital Handoffs & Transitions

# Recommendations

- Frequency of Events Reported
  - Educate staff about importance of variance reporting and why their name is on them.
  - Explain that errors that have been made are in the Managers file, not their personnel file.
  - Stress “No Blame” in the General New Employee Orientation and re-emphasize in Nursing Orientation.
  - Stress to all managers how to approach the staff when an error has been made so the staff is not afraid to report.
  - Establish a “No Blame Campaign”

# Recommendations

- Hospital Management Support for Patient Safety
  - Be VISIBLE (Administration)
  - Have Administration use a script: “Is there anything I can do to help you make your Patients safer?”
  - Establish a “HOTLINE” (answering machine) so staff could report anonymously near misses.
  - Give feedback to staff on what is being done with suggestions being made.

# Recommendations

- Hospital Handoffs & Transitions
  - The hospital patient safety committee requested the Champions help their departments with standardizing hand-offs in their departments.

# Improvements

- Recommendation shared with Managers
- Increased Variance Reports
- No Blame stressed in orientation
- Administration making daily rounds
- Administration scripting implemented
- Hotline (in progress)
- Verbiage changed to "Found Opportunities" from "Near Misses"
- Communication Improvement
- Standardized Hand-off communication established in all department

# Future

- Resurvey the clinical department using the same ROSCO "Hospital Survey on Patient Safety"
- Roll-out for Patient Safety Week
  - March 4<sup>th</sup>
- Review results and implement improvements