Reaching for Zero Update
Faculty Meeting
October 2022

Every step. Every person. Every day.

August Good Catch of the Month
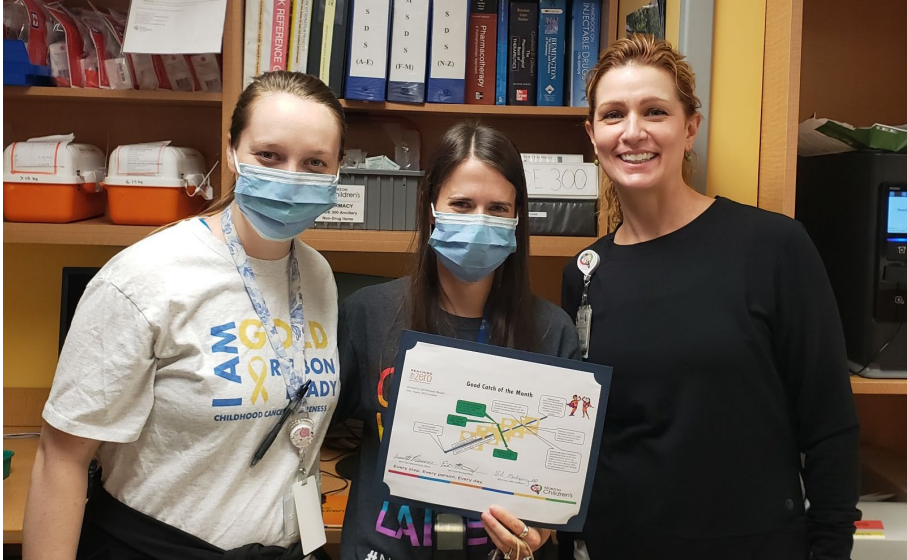
Kyle Harwood, PharmD

Prevented patient from starting chemotherapy on the wrong road map (Beacon)
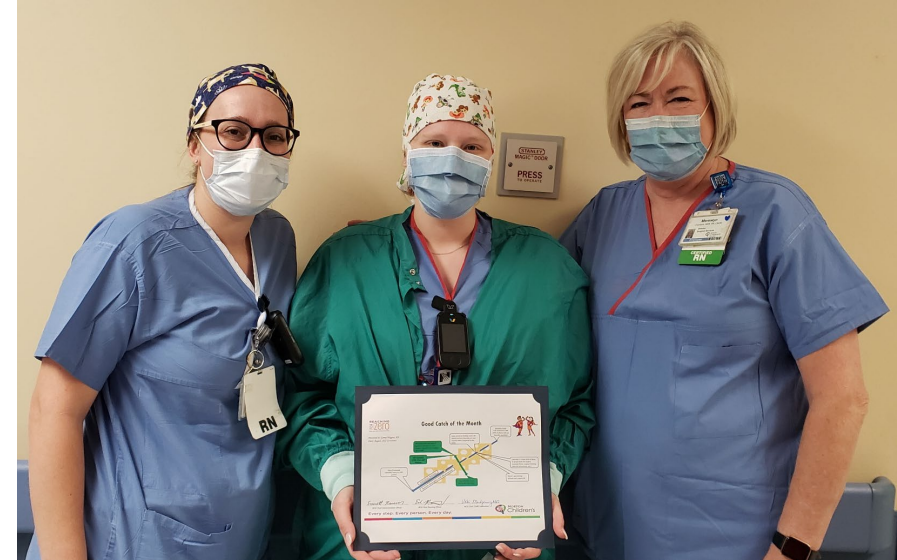
Genny Wiggins

Prevented risk of wrong site surgery

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NCH Reaching for Zero Dashboard

	2015	2016	2017	2018	2019	2020	2021	2022 YTD
CAUTI	6	3	3	5	3	3	2	0 / 383
CLABSI	23	23	34	16	18	19	14	14 / 43
C. difficile	17	22	13	10	6	7	4	4 / 113
Employee injury	NA	NA	NA	NA			95	106 / 1
Falls (moderate or worse)	16	0	4	1	1	0	0	0 / 961
Mislabeled specimen	329	193	205	139	90	95	71	60 / 1
MRSA bacteremia	6	3	4	0	2	3	3	0 / 362
NAKI	NA	NA	NA	NA	7	8	3	
PIVIE	NA	NA	NA	NA	NA	NA	60	36 / 6
Pressure injury	10	1	1	4	6	20	1	4 / 104
SSI (VHSN, Card, FUSN)	7	7	6	4	5	4	6	2 / 91
SSI (Colon)	4	4	6	7	3	1	3	0 / 399
Unplanned extubation		124	66	70	74	60	52	40 / 0

REACHING FOR zero
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TEAM SAFETY

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Just for Kids NORTON Children's

Glucose Management Program
(NCH Diabetes Program Certification by DNV)

SPS Ambulatory Portfolio

Ambulatory Foundations
Ambulatory CLABSI
Ambulatory Incubator

Children's Hospitals'
Solutions for **Patient Safety**

Foundations
Establishing the structures, resources, and culture needed to make improvement in ambulatory settings

All in network-wide work

CLABSI
Reducing central line-associated blood stream infections in ambulatory Hem-Onc and Intestinal Failure patients with central lines
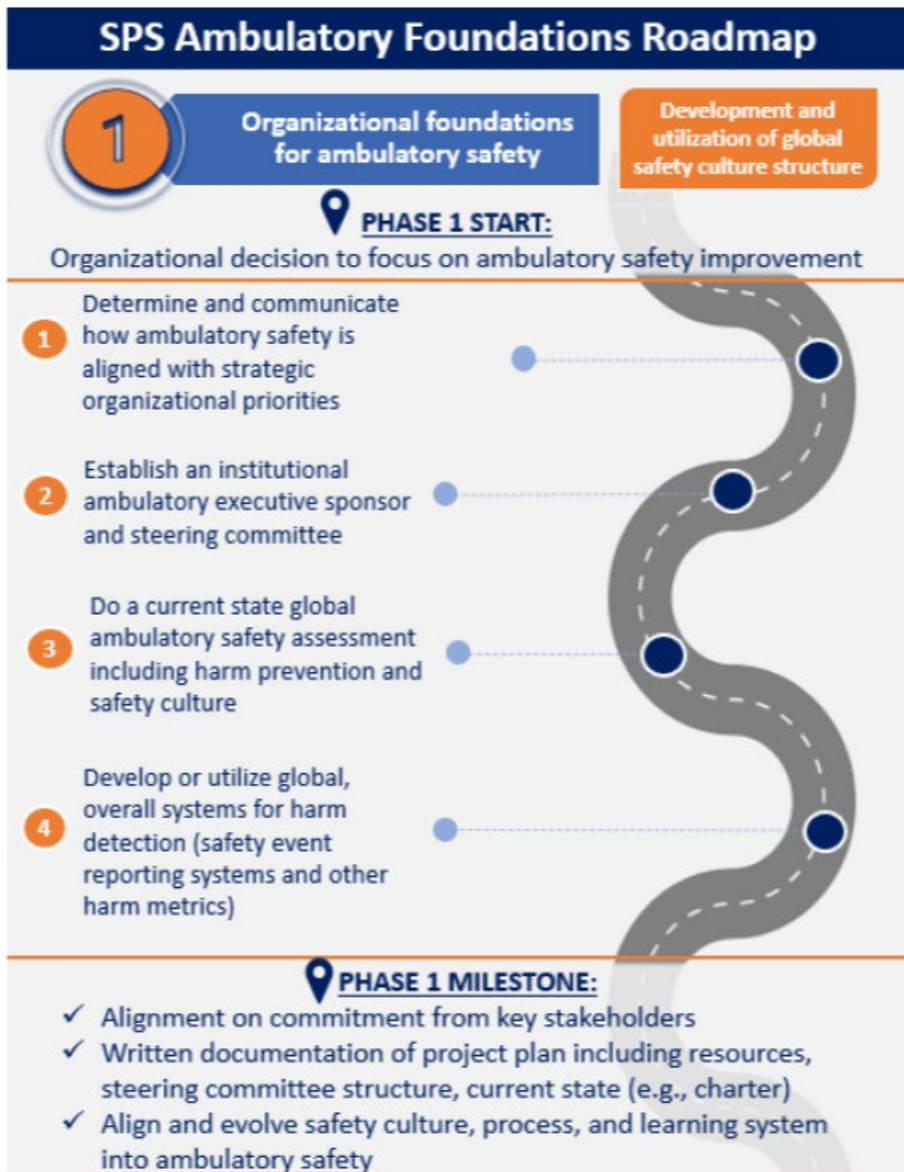
Volunteer pioneer cohort

Incubator
Supporting other serious ambulatory harm reduction for employees and patients

Volunteer team-based small group testing

Just for Kids
NORTON Children's

UofL SCHOOL OF MEDICINE

Assessment

SPS Ambulatory Foundations Roadmap

1 — Organizational foundations for ambulatory safety | Development and utilization of global safety culture structure

PHASE 1 START:
Organizational decision to focus on ambulatory safety improvement

1. Determine and communicate how ambulatory safety is aligned with strategic organizational priorities
2. Establish an institutional ambulatory executive sponsor and steering committee
3. Do a current state global ambulatory safety assessment including harm prevention and safety culture
4. Develop or utilize global, overall systems for harm detection (safety event reporting systems and other harm metrics)

PHASE 1 MILESTONE:
✓ Alignment on commitment from key stakeholders
✓ Written documentation of project plan including resources, steering committee structure, current state (e.g., charter)
✓ Align and evolve safety culture, process, and learning system into ambulatory safety

- What we already have in place
  - Baseline safety culture survey data
  - Novak infusion center, XR, Pharmacy, outpatient diagnostics already under CARE Innovation/NCH leadership
  - NCMC already under CARE Innovation/NCH leadership
  - Since everyone in NCMG is employed, all have received R4Z training
  - NCMG has a Risk Director and Manager (Tracy Duncan and Kory Wooden and submits safety reports through the same system as NCH
  - NCH already connected and active in SPS. Developed, managed, and implemented program at NCH/NCMC

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Ambulatory Safety Leadership

Vicki Montgomery	Physician Leader	NCMG Program Leader(s)
Inpatient and Ambulatory Portfolio Leader	There will be some clinical relief. Have asked for 0.4 FTE	Kory Wooden + Project Leader

SPS Fall Learning Session

- 100% Virtual

- No cost

- Dates

Date	Time	Topic
October 11	2 – 4 pm	Execution of bundle reliability
October 27	1 – 3 pm	Improving Employee Safety
November 2	2 – 4 pm	Safety Culture Methods
November 8	12 – 2 pm	Integrating Ambulatory Safety
November 16	2 – 4 pm	Recognizing and Eliminating Safety Disparities

Registration Link

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Reaching for Zero Teams

- 'Safety and Disparities
- Readmissions
- Length of stay
  - Time from discharge order to leaving room
  - Time from admission to discharge
- Employee safety
- Continuing Teams
  - CLABSI
  - Unplanned extubation
  - Pressure injury
  - NAKI
  - Colon SSI
  - PIVIE

- Diagnostic accuracy
- Accidental removal of devices
- Any other type of safety events that should be in our parking lot?
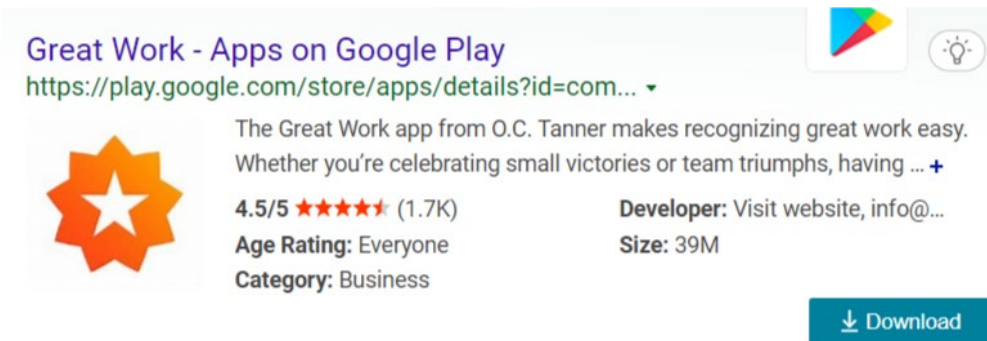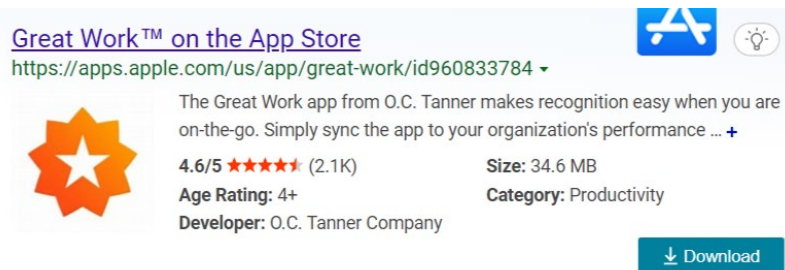
Guidelines

- Current guidelines
  - Severe sepsis and septic shock
  - COVID and MIS-C
  - Acute dehydration
  - PIVIE prevention
  - Brief Resolved Unexpected Event (BRUE)
- Under development
  - Acute status migrainosus
  - ED and inpatient asthma

Reaching for Zero Executive Council

- Oversight body for quality, safety, and risk at NCH.

- Are goals, targets, expectations being met?

- Identify barriers to success and help mitigate them.

- Celebrate successes.

- Service line and program presentations

- If you lead a group/chair a committee and find that you are having challenges with regards to quality, safety, and/or risk, please reach out to Vicki, Kelly or Stephanie to elevate your issue to the Council. In the near future, we will be providing a report template for committees and teams to use to in form the Council of work, successes, challenges, etc.
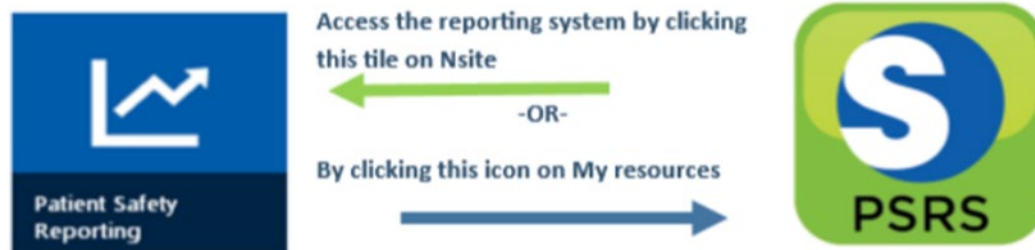
NCards

- Can send from your phone – takes less than 5 minutes
- Go to your app store and download and follow the instructions. Takes about 5 minutes to download and connect to NHC. Use your Norton logon information. Open app and tap on the APPRECIATE NOW blue bar.

Great Work™ on the App Store
https://apps.apple.com/us/app/great-work/id960833784 ▾
The Great Work app from O.C. Tanner makes recognition easy when you are on-the-go. Simply sync the app to your organization's performance ... +
4.6/5 ★★★★★ (2.1K)   Size: 34.6 MB
Age Rating: 4+   Category: Productivity
Developer: O.C. Tanner Company
⬇ Download

Great Work - Apps on Google Play
https://play.google.com/store/apps/details?id=com... ▾
The Great Work app from O.C. Tanner makes recognizing great work easy. Whether you're celebrating small victories or team triumphs, having ... +
4.5/5 ★★★★★ (1.7K)   Developer: Visit website, info@...
Age Rating: Everyone   Size: 39M
Category: Business
⬇ Download

Every step. Every person. Every day.

Why complete a safety report

- Help fix system and process issues that create safety risks every day
- Prevent a harm event before it happens

Access the reporting system by clicking this tile on Nsite

-OR-

By clicking this icon on My resources

Patient Safety Reporting

PSRS

Quarterly Zero Hero Award

- Nomination criteria - *distinction from a good catch*
- CARE Innovation is requesting nominations monthly from NCH leadership. CARE Innovation leadership selects monthly recipient.
- Clinical and non-clinical nominees eligible.
- Annual selection of Zero Hero of the Year.

Shout outs!

- Kerry McGowan: rounding of MESNA dose led to more than a 10% increase in the per kg dose