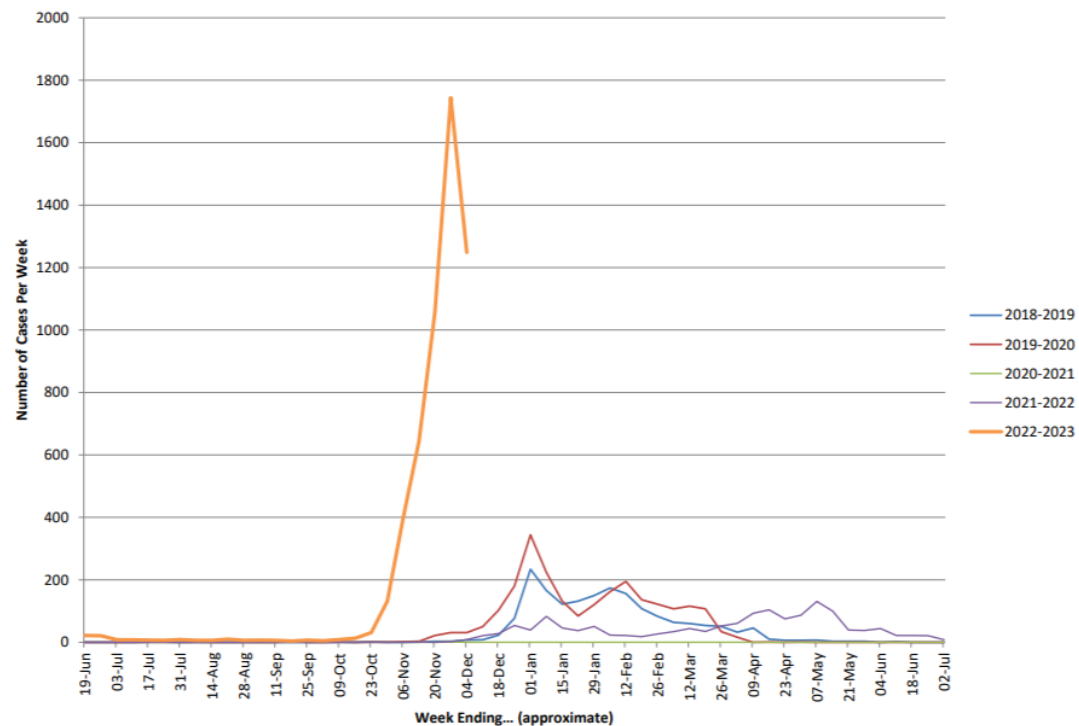


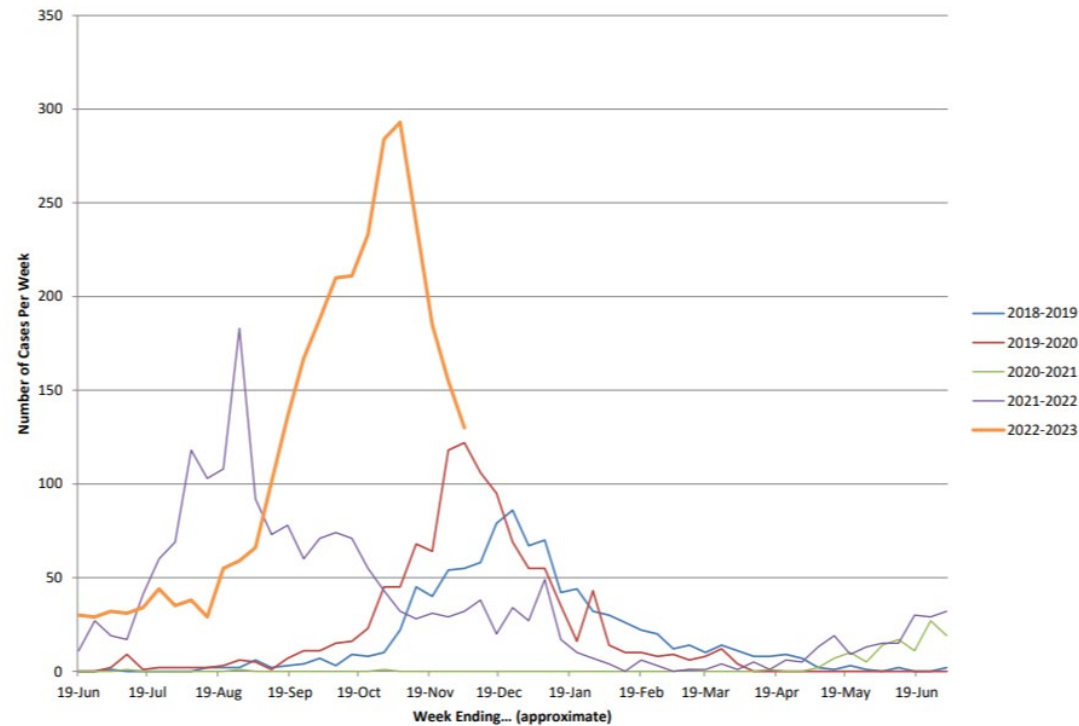
Reaching for Zero Update Faculty Meeting December 2022



Patients Testing Positive for Influenza Weekly - Hospitals Only



Patients Testing Positive for RSV Weekly - Hospitals Only



Good Catch of the Month

Alexis Hamelink, PharmD

Patient with Charcot Marie Tooth disease on day 64 of consolidation therapy. Original roadmap included administration of vincristine which is contraindicated in patients with CMT. Pharmacist reviewed submitted order and caught the inclusion of vincristine. Order canceled. Roadmap edited to remove option of vincristine and noted entered as to why vincristine and nelarabine can not be administered to this patient.

Vincristine may exacerbate severe peripheral neuropathy in some patients with CMTD.

NCH Reaching for Zero Dashboard

	2015	2016	2017	2018	2019	2020	2021	2022 YTD
CAUTI	6	3	3	5	3	3	2	1 / 460
CLABSI	23	23	34	16	18	19	14	18 / 16
C. difficile	17	22	13	10	6	7	4	4 / 1726
Employee injury	NA	NA	NA	NA			95	138 / 3
Falls (moderate or worse)	16	0	4	1	1	0	0	0 / 1024
Mislabeled specimen	329	193	205	139	90	95	71	83/ 3
MRSA bacteremia	6	3	4	0	2	3	3	0 / 425
NAKI	NA	NA	NA	NA	7	8	3	
PIVIE	NA	NA	NA	NA	NA	NA	60	49 / 2
Pressure injury	10	1	1	4	6	20	1	4 / 167
SSI (VHSN, Card, FUSN)	7	7	6	4	5	4	6	2 / 154
SSI (Colon)	4	4	6	7	3	1	3	0 / 462
Unplanned extubation		124	66	70	74	60	52	59 / 2

Reaching for Zero Teams

- Safety and Disparities
- Readmissions
- Employee safety
- Continuing Teams
 - CLABSI
 - Unplanned extubation
 - Pressure injury
 - NAKI
 - Colon SSI
 - PIVIE



Guidelines

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

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)
Age Rating: 4+
Developer: O.C. Tanner Company

Size: 34.6 MB
Category: Productivity

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)
Age Rating: Everyone
Category: Business

Developer: Visit website, info@...
Size: 39M

Download

ARCC

Guided process for
speaking up in a
respectful and kind
way

MEET ZERO HERO

ARCHER

MISSION: Advocate for safety through respectful communication
IDENTITY: Practices 200% accountability to eliminate preventable harm
SUPERPOWER: Speaks up for safety even when it's difficult to do so
CATCHPHRASE: "I have a concern."

Zero Hero archenemies are:

- Feeling too intimidated to speak up
- Fear of offending others

ARCHER can save the day by using the error-prevention strategy ARCC to respectfully communicate about a potential safety concern.

STRATEGY
 ARCC (ask a question, make a request, voice a concern, use chain of command)

HOW YOU DO IT
 Use ARCC when you are uncomfortable speaking plainly about a concern. The ARCC technique provides a respectful way to address an issue and escalate your concern if necessary.

- Ask a question: A gentle prompt to the other person about a potential safety issue
- Make a request: A direct request to follow a safety practice or protocol
- Voice a concern: If there is resistance, reinforce the request in terms of the potential safety issue
- Use chain of command: If your concern is unresolved, talk to your leader

WHEN YOU DO IT
 Use it when you see something that you feel compromises the safety of a patient, provider or employee.

Scan the QR code to access Reaching for Zero on the Go!

REACHING FOR zero
 Every step. Every person. Every day.

NORTON HEALTHCARE

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- Ask a question about a potential safety concern
- Make a Request
- Articulate your Concern
- Use Chain of Command, if after discussion, the safety concern is unresolved

Quarterly R4Z 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!

