

Reaching for Zero Update Faculty Meeting January 2023

Harm prevention and what is known



CLABSI: Core bundle elements are not likely to eliminate all CLABSI. More to learn.

- Structured training
- Story
- Reliability to core bundle elements
- Local Champions
- Streamline documentation
- Physician involvement is important to overall success

Employee Injury: not much known about prevention of inflicted injuries

- Workplace violence - early recognition and intervention with behavioral health patients; visitor management; low tolerance for threatening behaviors

Mislabeled Specimens

- Back to the basics: buddy system and accountability; high acuity/high lab volume units

Unplanned Extubations: Core bundle elements

- Continuing to explore and test factors at a national level

Overall Safety Program

Ambulatory Safety

- Matt Kinney and Heather Felton co-leaders.
- Planning starts this month with learning more about current status and forming the Steering Committee.
- Starting at Novak Center. Eventually spread beyond Novak.

Disparities and Harm Risk

- Begin looking at race, ethnicity, other factors that may increase a child's risk of a harm event in childrens' hospitals.

Do disparities impact a child's risk of experiencing harm while in the hospital?

- We will be stratifying harm events locally and within SPS by race and ethnicity.

Race	Ethnicity	Additional Categories
American Indian or Alaska Native	Hispanic	Multiracial, Hispanic
Asian	Non-Hispanic	Multiracial, Non-Hispanic
Black or African American		Multiracial, Unknown Ethnicity
Hispanic or Latino/Latina/Latinx		
Native Hawaiian or Other Pacific Islander		
White		

Reaching for Zero Prevention Focus on Reliability



What do these acronyms mean?

- STAR
- QVV
- ARCC
- SBAR



What it is: Becoming Highly Reliable	When you do it: Every step. Every person. Every day. Zero Heroes can help us achieve our goals by using reliability skills in their daily work.
How you do it: Reliability skills include error prevention strategies and safe behaviors. Incorporate reliability skills into your routine. Achieve results as a team by supporting each other in the use of reliability skills.	Tip: As a Zero Hero, YOU can save the day by using reliability skills in your work to set the standard for quality and safety.



Every step. Every person. Every day.



**NORTON
Children's**

Reaching for Zero Prevention Strategies

- STAR
 - QVV
 - ARCC
 - SBAR
- Stop, Think, Act, Review
 - Qualify, Validate, Verify
 - Ask a question, Request a change, state a concern, use chain of command
 - A hand-off or conversation tool (especially useful with consults)
Situation, Background, Assessment, Request or Recommendation

Physician Impact on Harm Prevention

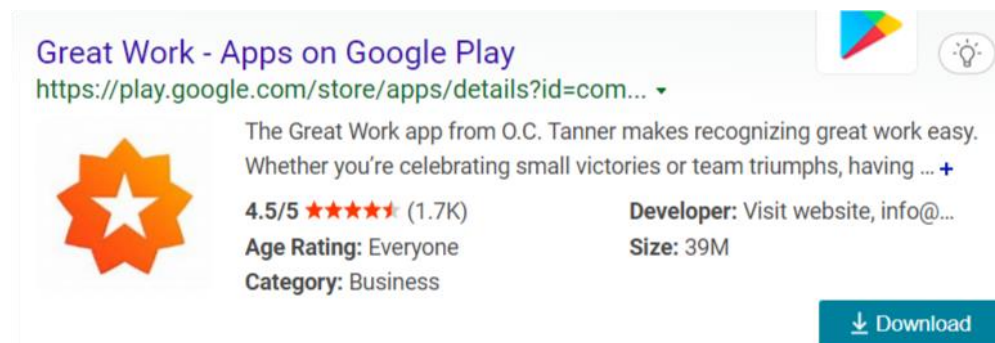
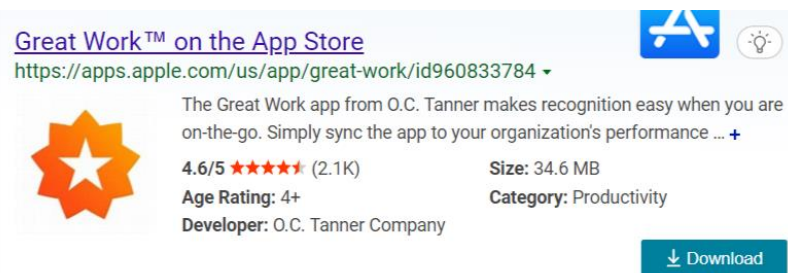
- When physicians make harm prevention important, it is important to everyone.
- Leading by example will reinforce our Reaching for Zero prevention strategies and improve our reliability.
- Want to do something different/new, take a moment to explain, train and answer questions. Provide data to support new/different approach. Explain why this patient needs a different/new approach. Help the supporting cast be successful.



https://www.cmpa-acpm.ca/serve/docs/ela/goodpracticesguide/pages/patient_safety/Just_culture/just_culture_safety-e.html

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.



Reaching for Zero Hero Recognitions

- Nomination criteria – *consistently advocates for safety and quality; used the R4Z error prevention strategies; willing to speak up; has a questioning attitude*
- Anyone can submit a nomination. Just email me. CARE Innovation leadership selects monthly recipient.
- Clinical and non-clinical nominees eligible.
- Annual selection of Zero Hero of the Year.

Reaching for Zero Hero Challenge

2023 Challenge: Send me at least 6 “my colleague is the best” patient stories in 2023. Take a moment to celebrate excellence. It’s way more fun than the oops.

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