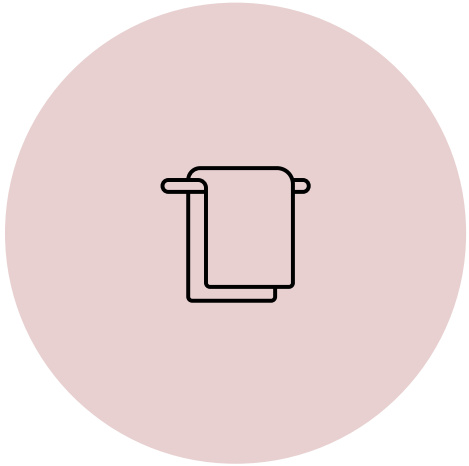
Reaching for Zero (R4Z) Update
Faculty Meeting
May 2023

Every step. Every person. Every day.

Safety Moment

ESD TEAM MEMBER AND A FIRE DOOR



ESD TEAM MEMBER AND DIRTY LINEN

CLABSI

CHG bathing subcommittee	Line patency subcommittee	Variation in practices Many factors
Water management practices	High risk patient rounding/collaboration	Learning from travelers

1st Quarter Reaching for Zero Hero

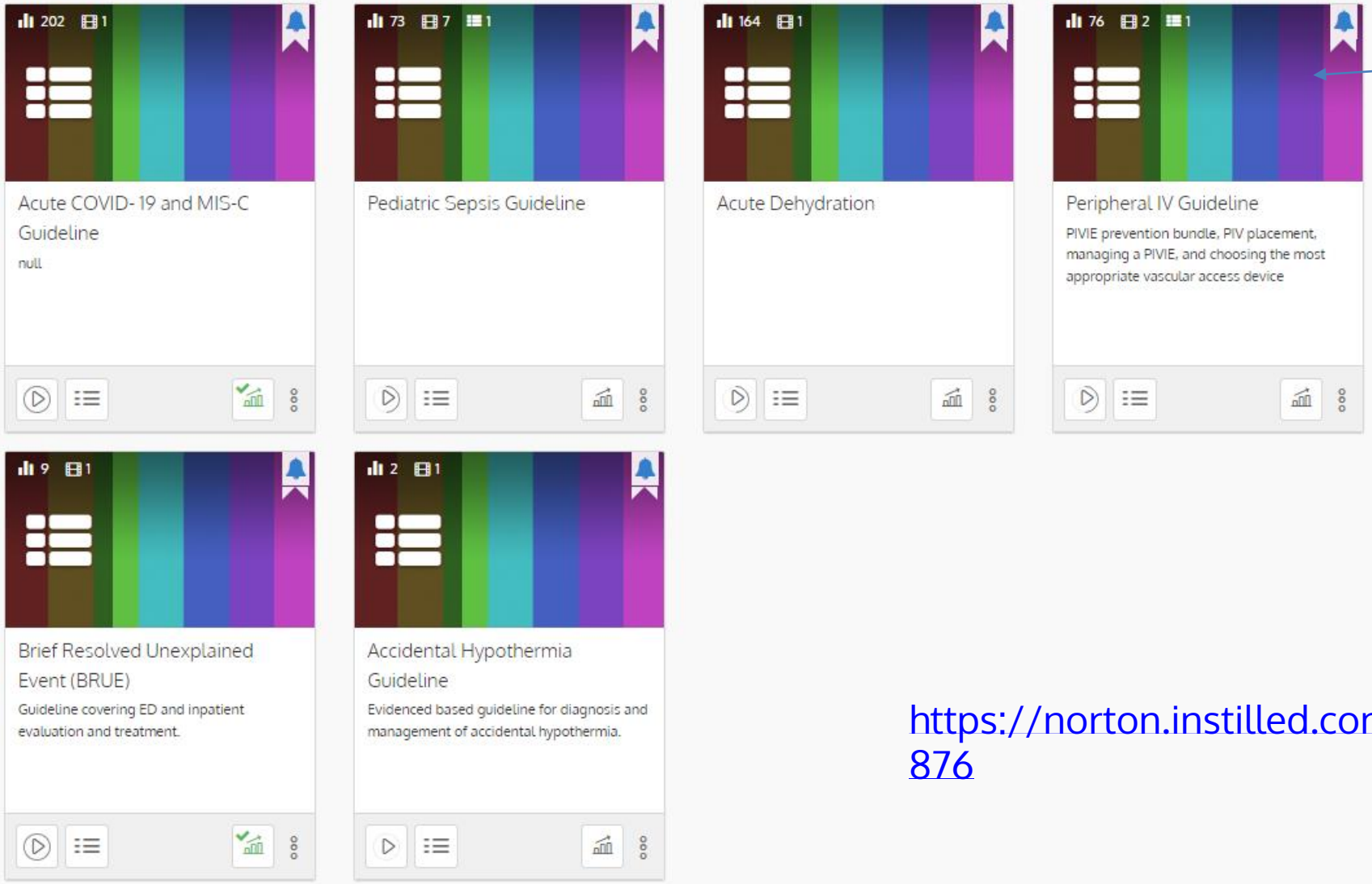
April Glass – Transport Team

- *Chair of Safety Committee for NHC Transport Services. She is committed to improving safety at Bowman Field as well as patient safety during transport. She hosts monthly meetings and ensures all disciplines are present. She created a safety suggestion box and ensured QRGs reflect Bowman Field and are available to all staff*
- *Practices STAR on a daily basis for patients and team members and encourages others to do the same. She will take a "Time Out" at the patient bedside to ensure there are no distractions and that the team is mindful of the tasks at hand. She excels at closed-loop communication and practices STAR prior to transport, loading and unloading of ambulance and helicopter and encourages debriefing after transports*
- *Personal commitment to safety. She keeps equipment up to date on the ambulances and helicopter, reports during staff meetings, highlighting safety issues brought forth by team members and safety guidelines. April created a communication board that is updated regularly for both pediatric and adult teams. April created safe walking zones around the ambulances and helicopter. She updated the fire plan and began fire drills. Assisted with the placement of eyewash stations. Has educated staff on the importance of the PSRS. She created a securement system for equipment during transport*
- *Uses the R4Z strategies such as ARCC, SBAR, and STAR for safety. She not only focuses on patient safety but team safety as well by engaging other team members to do the same.*
- *The Transport Team is her family and that has shown in her awareness of everyone's safety.*

A Word about Guidelines

Completed	In progress	Potential new ones
Accidental hypothermia (ED and ICU	Neonatal hyperbilirubinemia	
BRUE (ED and inpatient)	Acute migraine	
Acute dehydration (ED and inpatient)	Acute asthma exacerbation	
Pediatric severe sepsis and septic shock		
PIV Program/PIVIE recognition and management		
COVID 19 and MIS-C		

Learning Experience Platform or LXP



Click in top of container to open specific guideline container and then click on that container to open the guideline.

Container

https://norton.instilled.com/containers/2084940640570840876

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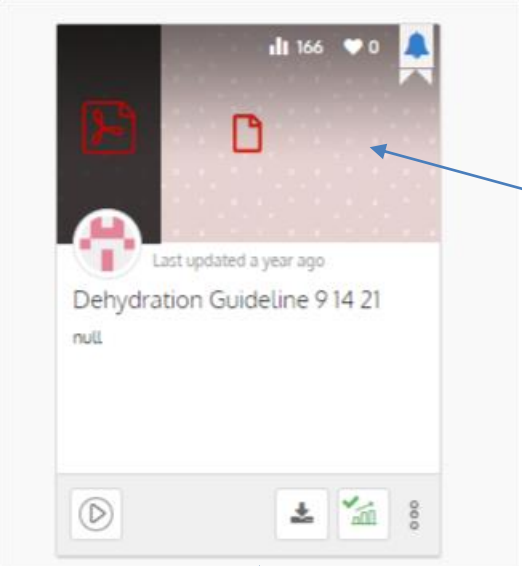
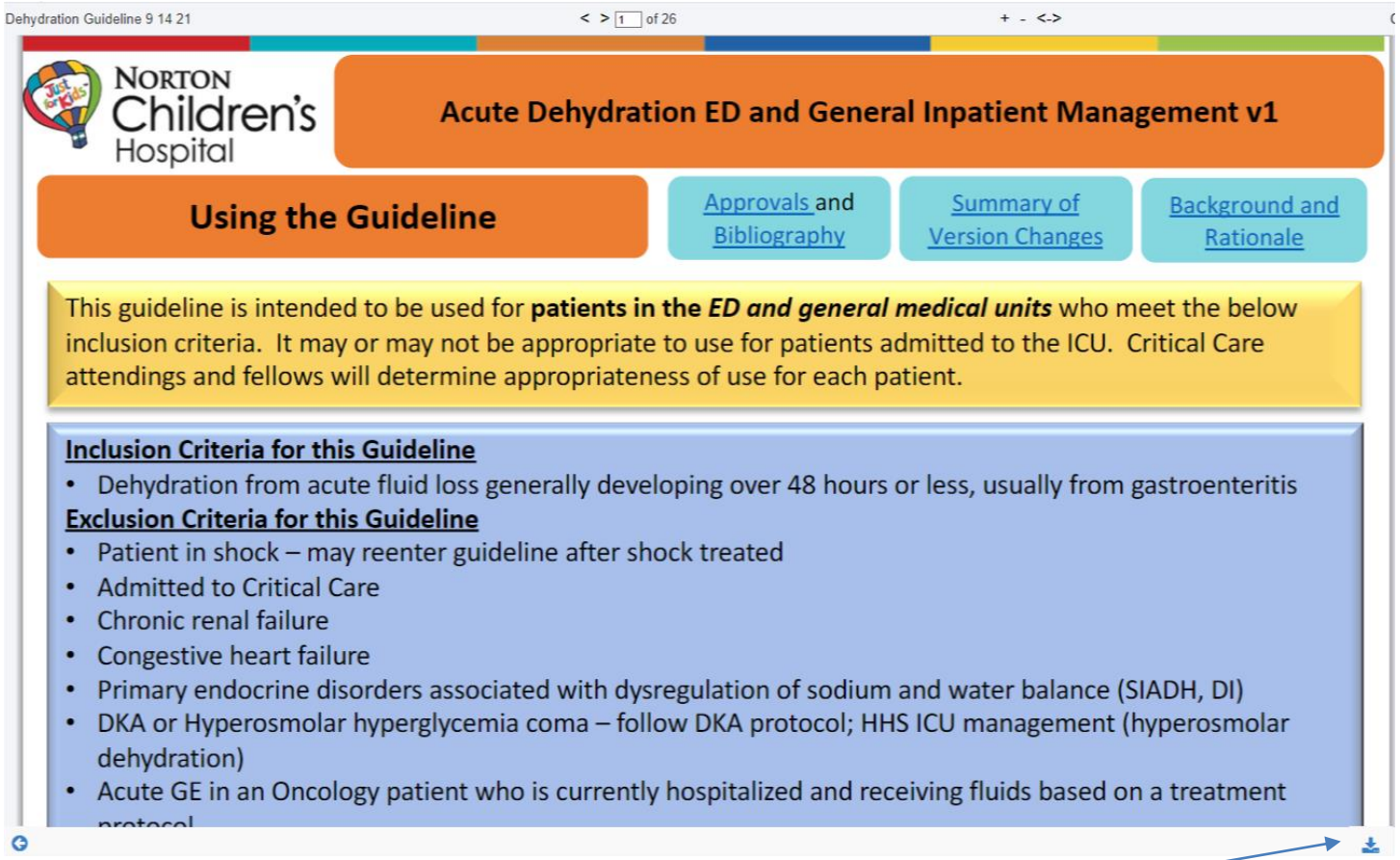


Click here to open guideline pdf

Guideline container



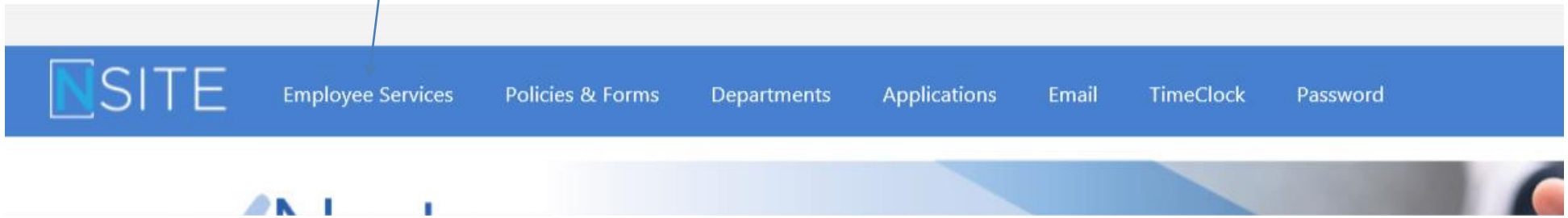
Download pdf

There is also a link in EPIC to the site in the My Dashboard External Links section.

LXP if you don’t have the link or QR

Click on Employee Services

Nsite



Have questions? Need help?

Call the People Center at: **(502) 629-8911 Option 2, then Option 2 again** or email us at **PeopleCenter@nortonhealthcare.org**

The People Center is available from 7:30 a.m. to 7:30 p.m., Monday through Friday.

Time, Money & Benefits

- My Benefits
- My FlexTime
- My Income Verification
- My Pay
- My W-2
- My Personal Information
- My Retirement
- My Time
- My Leave Planning
- Employee Discounts (Norton Concierge Services)
- Retirement and Offboarding Resources

Career & Learning

- Learning and Development
- Career Development
- Employee Resource Groups
- My Learning (LMS)
- Learning Experience Platform (LXP)
- Norton Healthcare Goals
- Job Search
- Job Search (Providers)
- Job Shadow Application
- Performance Review

Click on LXP

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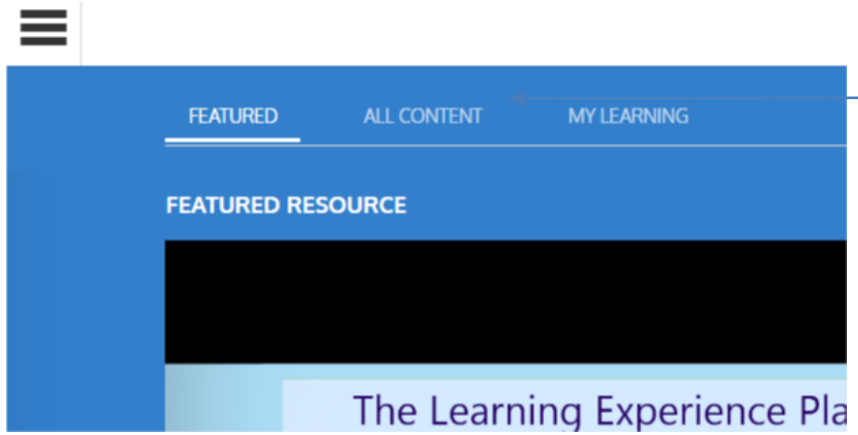
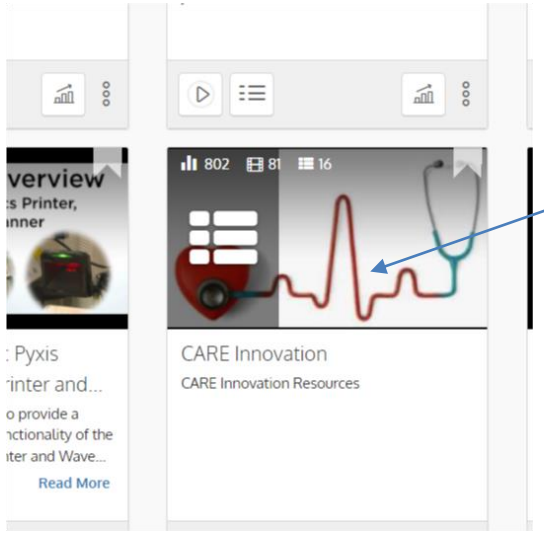
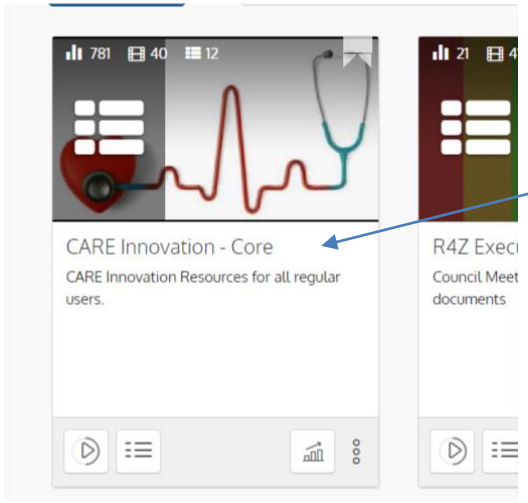


Click on ALL CONTENT

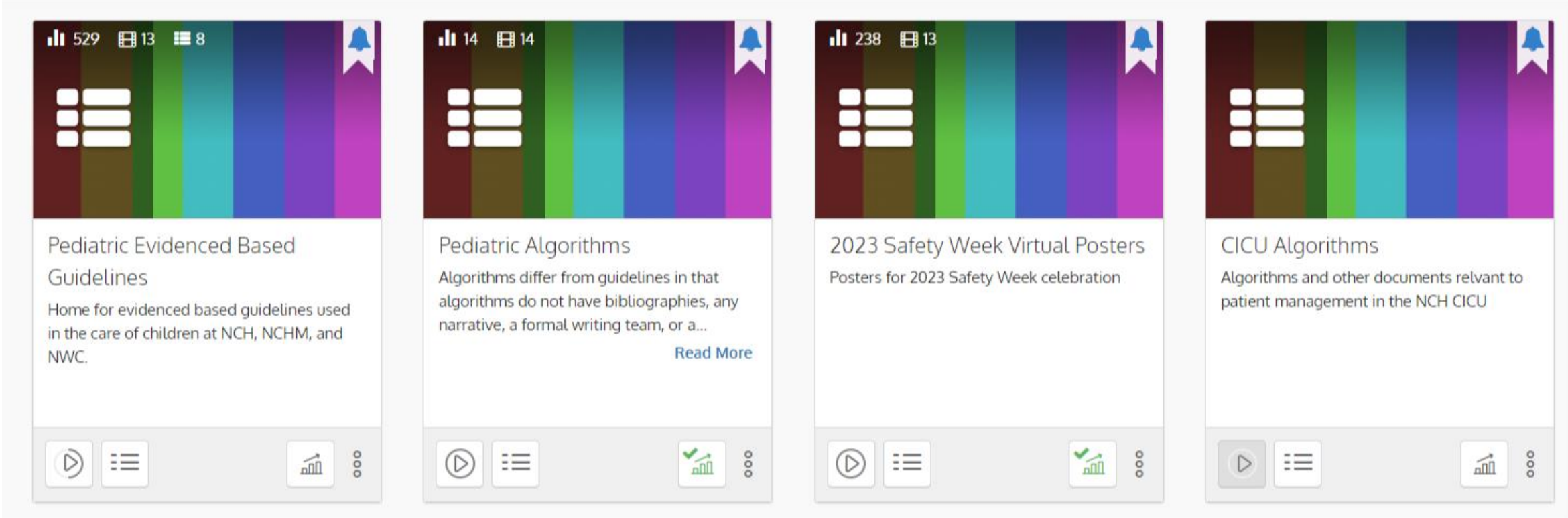


Find CARE Innovation container and click on it



Click on CARE Innovation - Core

Guidelines are in the Pediatric Evidenced Based Guidelines.
Other containers can also be clicked on and contents viewed.



Algorithms and CICU algorithms – based on published literature and local expert opinion. Different process for development and implementation than guidelines.

REACHING FOR zero
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TEAM SAFETY

R4Z Focus: Communication

- Clear and complete
- Relevant hand-offs
- Clarifying questions
- Complete drug orders – especially verbal
- Team rounding
- Questioning attitude

Learning from Excellence: 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.

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.