

Reaching for Zero (R4Z) Update Faculty Meeting May 2023

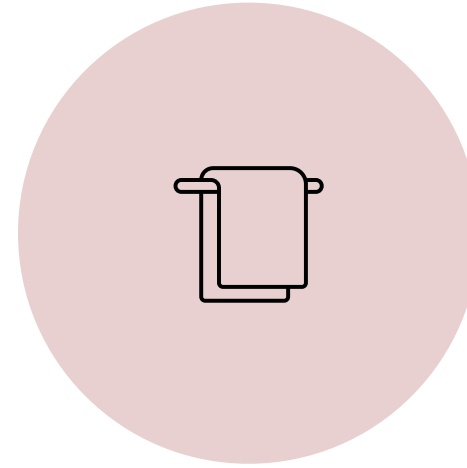


Every step. Every person. Every day.

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

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

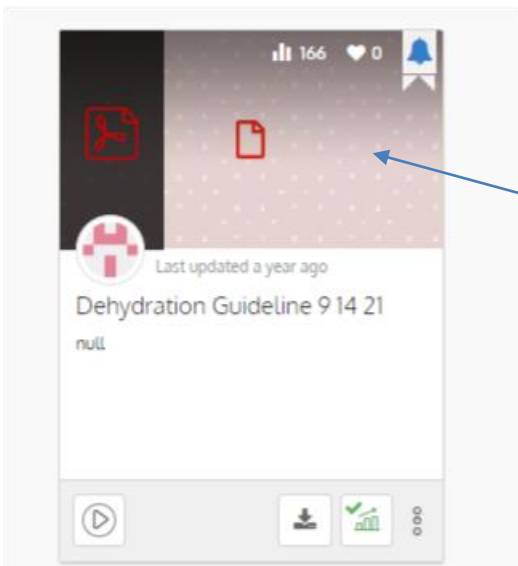
Click in top of container to open specific guideline container and then click on that container to open the guideline.

Container



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

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Click here to
open
guideline pdf

Guideline container

Dehydration Guideline 9 14 21

NORTON Children's Hospital

Acute Dehydration ED and General Inpatient Management v1

Using the Guideline

[Approvals and Bibliography](#) [Summary of Version Changes](#) [Background and Rationale](#)

This guideline is intended to be used for **patients in the ED and general medical units** who meet the below inclusion criteria. It may or may not be appropriate to use for patients admitted to the ICU. Critical Care attendings and fellows will determine appropriateness of use for each patient.

Inclusion Criteria for this Guideline

- Dehydration from acute fluid loss generally developing over 48 hours or less, usually from gastroenteritis

Exclusion Criteria for this Guideline

- Patient in shock – may reenter guideline after shock treated
- Admitted to Critical Care
- Chronic renal failure
- Congestive heart failure
- Primary endocrine disorders associated with dysregulation of sodium and water balance (SIADH, DI)
- DKA or Hyperosmolar hyperglycemia coma – follow DKA protocol; HHS ICU management (hyperosmolar dehydration)
- Acute GE in an Oncology patient who is currently hospitalized and receiving fluids based on a treatment protocol

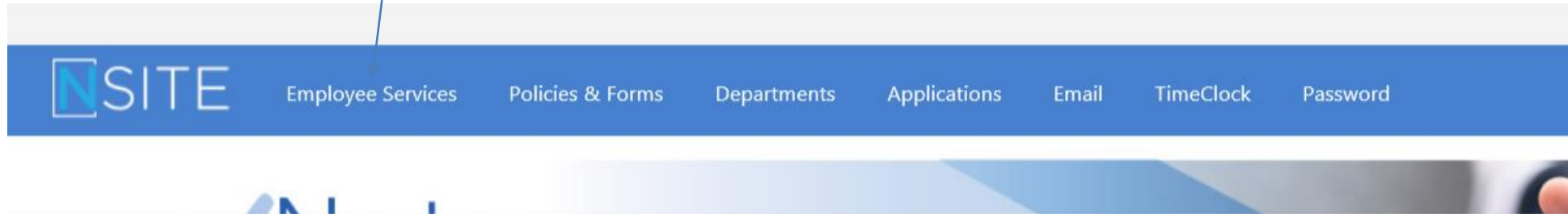
Download pdf

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



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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



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- My Retirement
- My Time
- My Leave Planning
- Employee Discounts (Norton Concierge Services)
- Retirement and Offboarding Resources

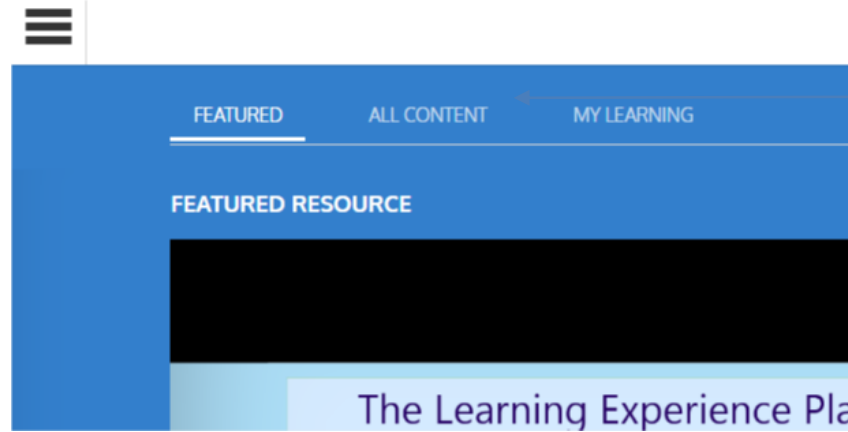
Career & Learning



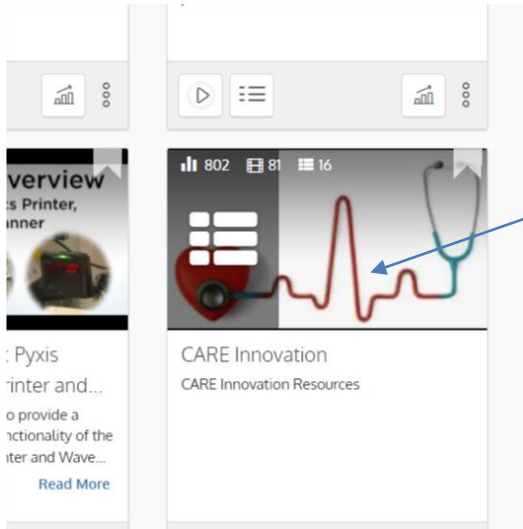
- Learning and Development
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- Norton Healthcare Goals
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Click on LXP

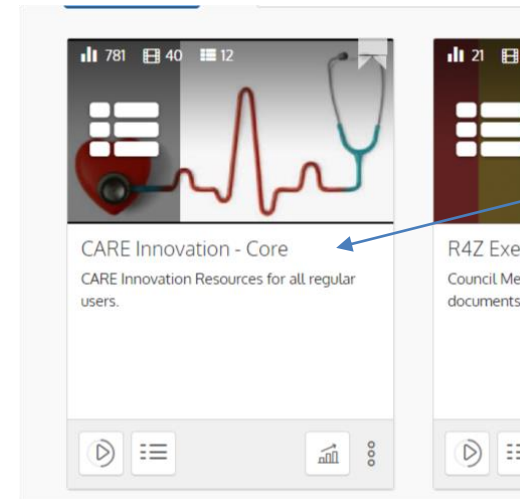
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Click on ALL CONTENT

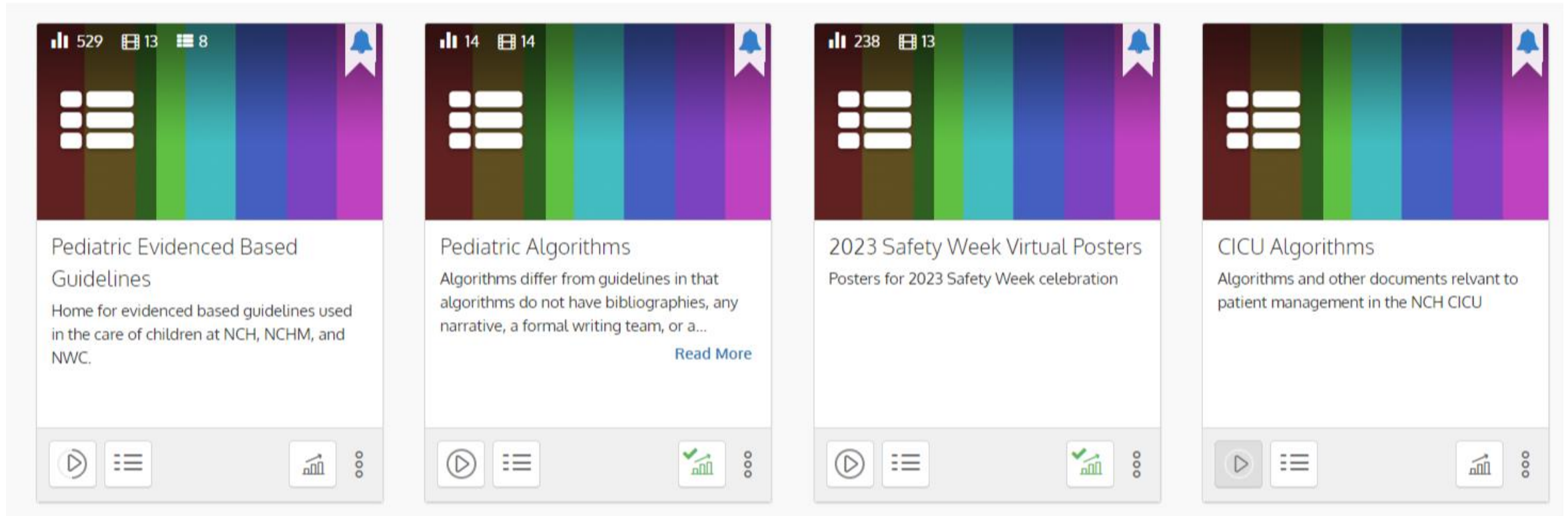


Find CARE Innovation container and click on it



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.

R4Z Focus: Communication

MEET ZERO HEROES

TEAM COMMUNICATION

MISSION: To help Zero Heroes eliminate preventable harm through effective communication

IDENTITY: Accountable for clear, complete and respectful communication as individuals and as a team

SUPERPOWER: Speaking and listening using universal communication skills to ensure information is understood by all team members

CATCHPHRASE: "I have information to hand off to you."

Zero Hero archenemies are:

- Lack of clarity
- Time pressure
- Assumptions
- Misunderstanding

TEAM COMMUNICATION can save the day by using prepared and standardized handoff communication.

STRATEGY
Standardized handoff including SBAR

HOW YOU DO IT
Use the SBAR format when communicating about a situation, task or problem:

Situation: Provide a concise description of the immediate situation.

Background: Briefly describe what led to the situation and what actions have already taken place.

Assessment: Tell your view of the situation and how urgent you perceive it to be.

Recommendation: Offer your suggestions about what needs to be done.

WHEN YOU DO IT
Use SBAR when you are handing off a task or care of a patient, or when briefing a leader, provider or teammate about a change in status or a concern. You can use SBAR when communicating in person, by phone or by email.

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

REACHING FOR zero

NORTON

- 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.

