

Aspirus Regulatory Review Course

Passion for excellence. Compassion for people.



Course Outline

- Patient Safety – High Reliability
- Emergency Preparedness

Patient Safety High Reliability

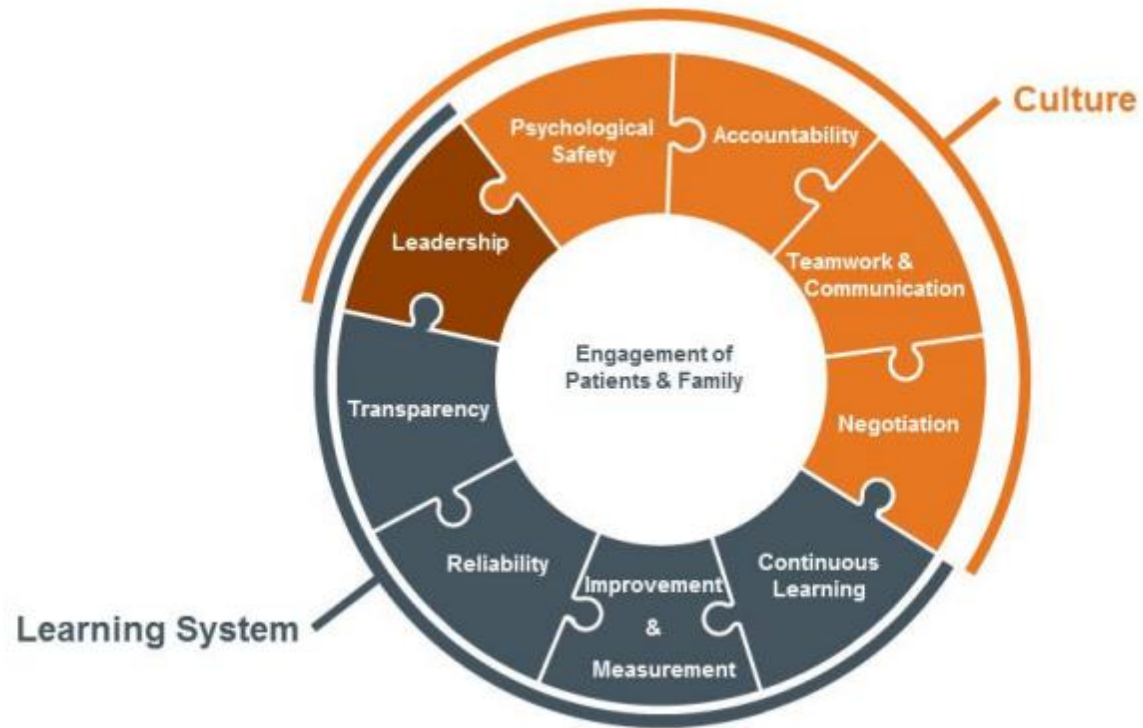
Objectives

High Reliability – Patient Safety

- Provide an overview of Aspirus as a high reliability organization (HRO) for all staff awareness, promotion, and implementation of high reliability behaviors, processes, and tools
- Introduce the High Reliability Toolkit for staff to access and identify behaviors, processes, and tools for use
- Encourage Safety Zone event reporting as a high reliability behavior and process for staff and leaders to learn about events, identify problems, and collaborate on opportunities for improvement for the highest quality and safest patient care
- Speak up for safety by pausing for safety

Aspirus as a High Reliability Organization

Aspirus adopted the Institute for Healthcare Improvement's (IHI) framework for high-performing, proactive, and generative patient care settings to deliver safe, reliability, and effective care.



- The IHI framework compliments Aspirus' culture and values, engaging patients and families in their care, and providing staff with the behaviors, tools, and processes to deliver the highest quality, safest patient care, across the continuum of care.
- The framework has two domains, culture and learning system, with five components in each domain.
- The domains capture the expected behaviors of leaders and staff and are supported with evidence-based processes and tools for application by leaders and staff.

The Culture Domain

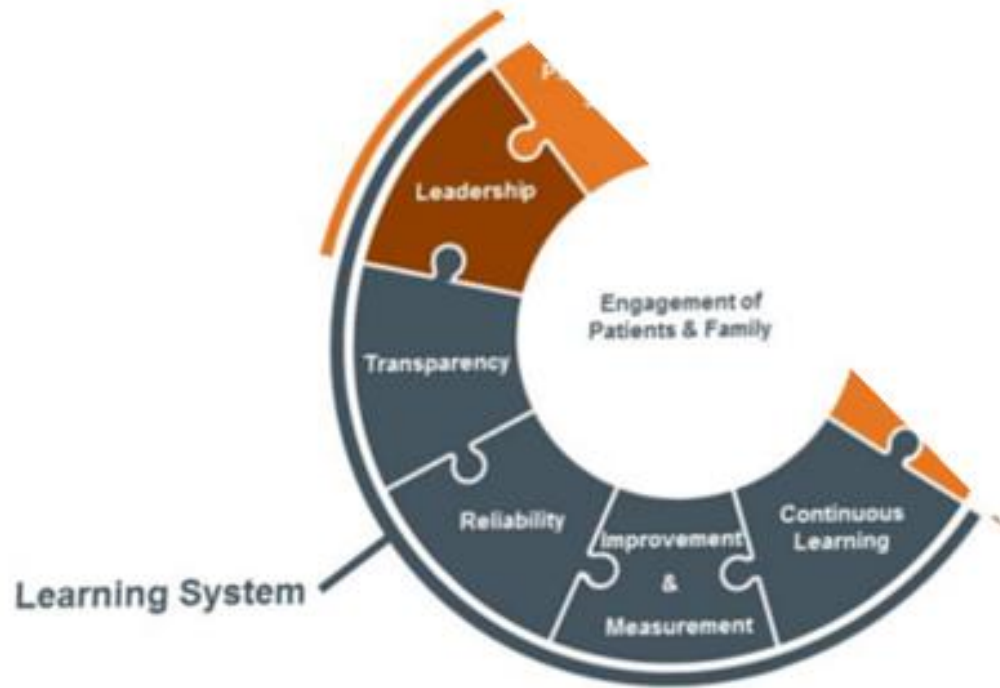
The culture domain is made up of beliefs, values, and behaviors, which are captured by the five components within the domain.



- Leadership, psychological safety, accountability, teamwork and communication, and negotiation are the five components within the culture domain.
- The High Reliability Toolkit is a resource for leaders and staff on behaviors, processes, and tools to support the five components.
- Safety Zone, Aspirus' event reporting application, references specific behaviors, processes, and tools for staff and leaders to indicate how high reliability prevented or could have prevented the event from occurring. We encourage staff to speak up for patient safety.

The Learning System Domain

The learning system domain is about knowing how well we are performing in providing the highest quality and safest care and where we have opportunities for improvement within the five components of the domain.



- Leadership, transparency, reliability, improvement and measurement, and continuous learning are the five components within the learning system domain.
- The High Reliability Toolkit is a resource for leaders and staff on behaviors, processes, and tools to support the learning system domain.
- Many of Aspirus' processes support the five components: Vitals boards, daily safety huddles, employee engagement and patient safety surveys, are a few examples.

High Reliability Toolkit

The High Reliability Toolkit consists of processes, tools, and other resources readily available for staff and leaders to use to provide and deliver the most reliable, effective, and safest care.

High Reliability Processes, Tools, and Other Resources



[Why Use It](#)[When to Use It](#)[How to Use It](#)

Accountability

Situation, Background, Assessment, & Recommendation

Process Improvement Tools

- Critical Incident Review (CIR)
- Root Cause Analysis (RCA2)
- Failure, Modes, Effects, Analysis (FMEA)
- Toolkit for Preventing HAI (Introduction to HAI prevention)
- Toolkit for Preventing HAI (HAI Prevention Resources)

Initiate a Safety Zone

Use the Chain of Command

Speak Up for Patient Safety

High Reliability: Safety Culture Tool

 Applying the algorithm slide deck

Patient Safety Organization (PSO)

 PSO overview

 PSO algorithm

 Confidential sign-in

Patient Safety Alert

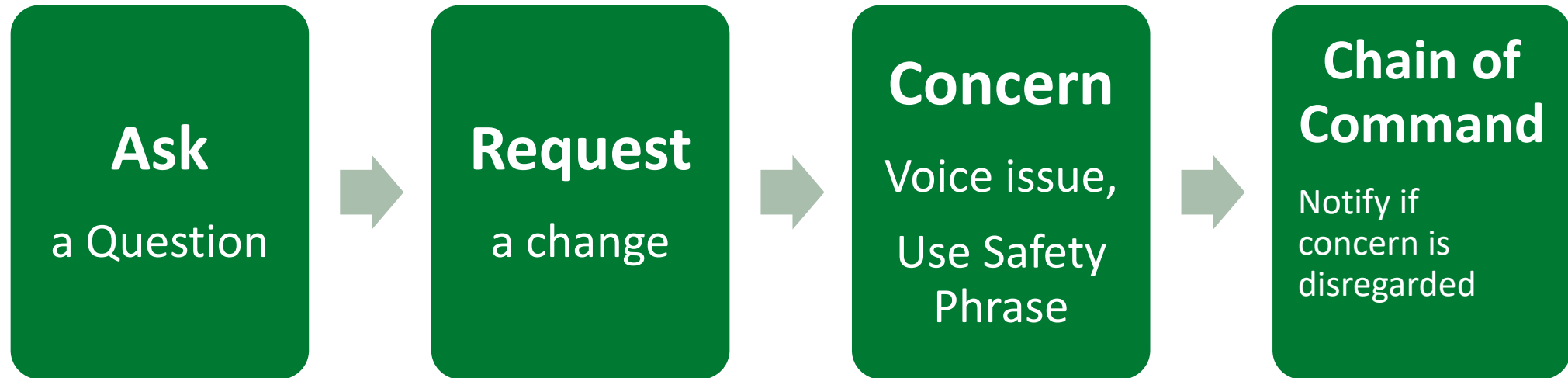




- Located on the Aspirus intranet, the High Reliability Processes, Tools and Other Resources are readily available for anyone to access and use.
- For an overview of all the tools, go to the “Why Use it” section of the Toolkit and each tool will have information for the user, including when to use it, and how to use it.
- Two examples of tools for staff to use for the safest patient care to prevent errors are:
 - **Speak up for patient safety when you have a concern or question:**
 - Ask a question, Request a change, voice a Concern, and use the **Chain of command** if concern is disregarded: **ARCC**
 - **Pause before administering medications, starting a procedure, or a treatment:**
 - Stop – pause for one second; Think – about your act; Act – perform the act; and Review – check for response: **STAR**

How to use ARCC

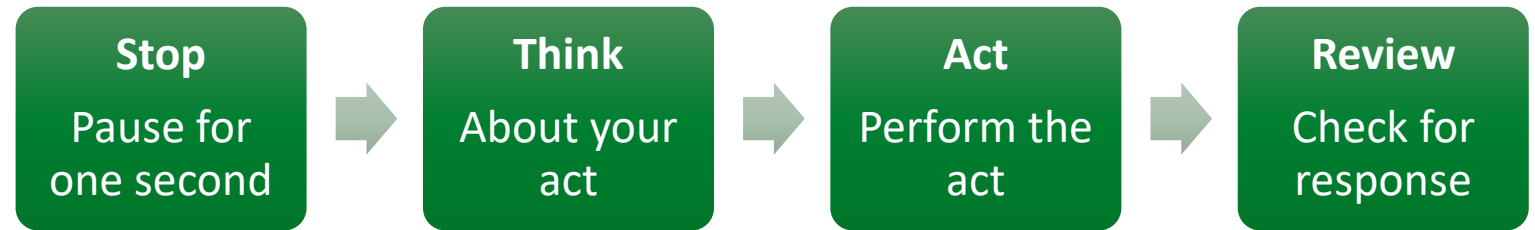
High Reliability Tool



- ARCC is a communication technique that can help assert a concern in a non-threatening way.
- If you feel hesitant to speak up this can help escalate the concern, so it is addressed.
- Start by asking a question – Safety Phrase – “I have a concern.”

How to use STAR

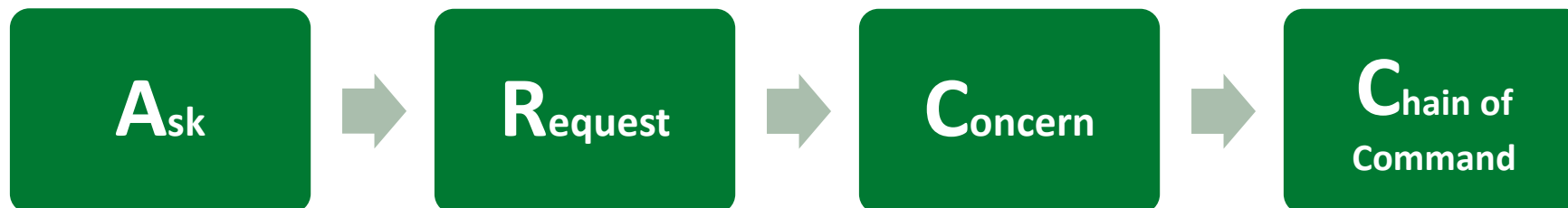
High Reliability Tool



- STAR is used for our self-checking when processing information – taking a pause from performing a skill on “autopilot”.
- This tool significantly reduces the chance of an error.
- One second pause reduces the chance of error ten-fold. A two-second pause reduces chance of error up to one-hundred fold.

Use the Safety Phrase with ARCC

- Are you:
 - Not sure how to start the conversation
 - Hesitant to speak up
 - Don't know what question to ask
 - Worry something is unsafe
- Use the Safety Phrase – “I have a concern”
- Using the Safety Phrase alerts everyone involved that there is need to pause for safety



Chain of Command

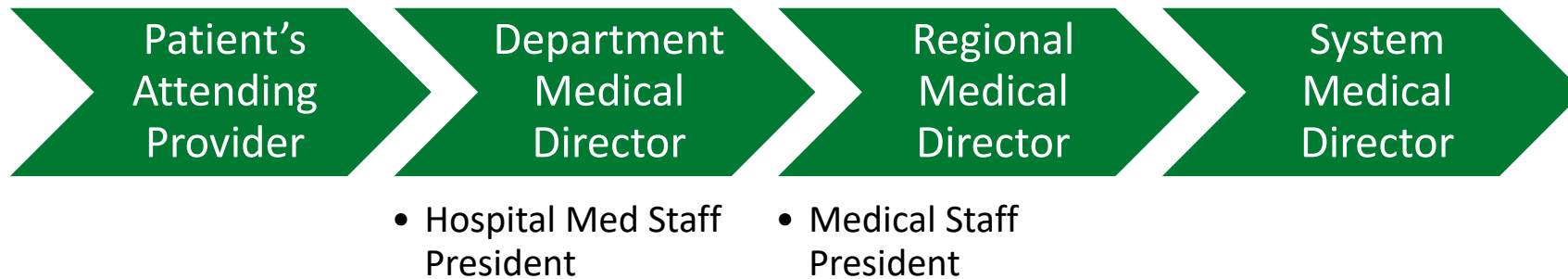
- When to use Chain of Command:
 - Any time a concern, safety, or quality issue is identified for our patients
 - Alert your direct leader and follow the Chain of Command to escalate the issue as needed.
 - If you are unable to reach the next link in the chain or if you feel like the issue was not resolved appropriately, please escalate the issue to the next person



Chain of Command

Medical Provider Team

- There may be times where the safety concern is escalated through the medical provider team in addition to your direct leadership chain of command
- In cases where the provider needs to be alerted, start with the patient's provider and escalate by department, region, and system.



Conflict Resolution

- Alerting the Chain of Command starts a network of support for helping resolve the concern.
 - The intention is to help resolve and address specific patient safety concerns
- Effective communication techniques are used to promote conflict resolution and actionable steps to support patient safety
- It establishes clear lines of authority to help you and your co-workers in escalating concerns.



Your Duty and Obligation

- If you are uncomfortable with the decisions or decision-making process regarding care for a patient, you have the duty and obligation to express these concerns and seek successful resolution



Safety Zone Event Reporting

Event reporting is a high reliability behavior and process for staff and leaders to learn about events, identify problems and opportunities for improvement for the highest quality and safest patient care.



A way for staff to report patient and staff safety, quality, compliance and human resource concerns so that Aspirus can be aware of the concerns, review, and implement actions to address and prevent similar concerns in the future.



Information on how are we affecting the patient experience and often including the patient's perception of care and services.



Process improvement opportunities at the department, care unit, business unit, and across our entire Aspirus system.

Location of Safety Zone – Aspirus Network

INTRANET WI Central Region For Managers For Nurses

MAIN MENU **Apps** Reference Tools Service & Support Docu

App Quick Search...

ALL APPS

Infor CloudSuite Implementation (Fall 2023)

MOST POPULAR

- Kronos Application for Timekeeping
- Outlook on the Web (OWA)
- Infor CloudSuite
- Citrix - Aspirus
- HealthStream
- API ShiftSelect
- PolicyStat
- SafetyZone Event Reporting
- OnBase
- Halogen
- Rewards & Recognition Portal

ASPIRUS
HEALTH

MAIN MENU Apps Reference Tools

Apps & Tools

Home > Apps > SafetyZone Event Reporting

[Suggest a Change to App Listing](#)

[Go to SafetyZone Event Reporting](#)

1

2

3

On Aspirus intranet, choose 'Apps'

Most Popular list includes 'Safety Zone Event Reporting'

Click "Go to SafetyZone Event Reporting"

Reporting in Safety Zone

Safety Zone has multiple reporting forms for reporting patient safety, employee health, patient complaints, compliance, and human resource events.



PATIENT Safety Report: Report PATIENT Safety Incidents (reached the patient), Good Catches (caught before reaching the patient), and Unsafe Conditions (that may cause harm).



PATIENT Complaint/Service Recovery: Report PATIENT complaints, including service recovery (e.g., gift cards/vouchers, billing adjustments) provided to the patient or family.



EMPLOYEE Health, Safety & Injury: Report EMPLOYEE Injuries (and near misses), Workplace Violence (harassment, intimidation, threats, abuse, assaults), Illness related to work, and Ergonomic Requests.



Compliance: Submit any concerns or questions regarding a potential violation of laws, regulations, privacy or ethics.



Human Resources: Initial occurrences should be directed to your manager. For unresolved or repeated events submit this form. Events should be employee conduct or behaviors such as incivility or insubordination. Workplace Violence events that include bullying, harassment, threatening behavior, or physical assault, enter under Employee Health.

Confidentiality

Safety Zone is a patient safety work product and is afforded the strongest privileged and confidential protection.

- Any communication about an event should occur within the Safety Zone, as Safety Zone is afforded the strongest privileged and confidential protection for:
 - Asking questions
 - Documenting follow-up
 - Uploading documents
- Email communication about events should be limited and indicate, in the subject line, Confidential/Peer Protected.
- Do not indicate, document or communicate to a patient, significant other, or decision-maker, that a patient safety event has been entered into Safety Zone or that a copy of the event can be provided. This is protected and confidential information.
- Patient safety events are submitted to the Vizient Patient Safety Organization (PSO), which Aspirus is a member of the PSO. The PSO maintains the confidentiality, provides Aspirus with a comparative report on types of events reported, patterns and trends with events, and recommended evidence-based practices on an annual basis for Aspirus. Aspirus will review the report and address patterns and trends through its system functional teams (SFTs).

Emergency Preparedness

Objectives

- Provide examples of emergencies where the Emergency Operations Plan would be used
- Communicate that the employee must be aware of their role in emergencies, as it pertains to their location and position
- Identify when an emergency communication system should be initiated
- Identify signs of a stroke

Emergency Preparedness

Emergency Operations Plan and Disasters

- The Centers for Medicare & Medicaid Services (CMS) and the Joint Commission (TJC) requires Hospitals and their staff to follow an Emergency Operations Plan (EOP). An EOP is a written plan of action that allows staff to communicate effectively and coordinate efforts to respond to a disaster event.
- A disaster is an event that can overwhelm the available resources and/or response capability of the facility. These can be natural or man-made events that may include, but are not limited to:
 - Patient Surge
 - Technology Failure
 - Active Shooter
 - Pandemic/Epidemic
 - Utility Failure
 - Mass Casualty Incident
- It is important that you know your role and how to respond in the event of a disaster at your facility.

Emergency Preparedness

Development of an Emergency Operations Plan

- In a disaster or emergency situation, facilities must be prepared to respond to and manage activities related to care, treatment, and services.
- Facilities have assigned designated individuals that are responsible for the oversight of the Emergency Management Program and activities.
- To prepare, each facility must:
 - Complete a Hazard Vulnerability Assessment (HVA) to identify internal and external threats
 - Establish within the HVA the likelihood that each threat will occur
 - Develop strategies and plans for dealing with potential threats
 - Educate and train staff
- The Emergency Operations Plan is required to be tested two times per year in response to either a real-world event or a planned exercise.

Emergency Preparedness

Emergency Operations Plan

- The Emergency Operations Plan should cover the following phases of disaster management:
 - Mitigation
 - Preparedness
 - Response
 - Recovery
- It also should include plans for:
 - Communication
 - A chain-of-command, with external links to local emergency response units
 - Resources and assets
 - Safety and security
 - Staff responsibilities
 - Utilities
 - Clinical activities
 - Evacuation location communication and supplies

Emergency Preparedness

Emergency Response Guide

- Each facility has within their departments an Emergency Response Guide that provides instruction on how to respond to a potential threat or incident.
- It will include response instructions for the following incidents:
 - Message Alert
 - Rapid Response
 - Missing Person/Infant
 - Fire Alert
 - Medical Emergency / Cardiac Arrest
 - Security Alert / Aggressive Behavior
 - Weapon Alert / Active Shooter
 - Severe Weather (Watch / Warning)
 - Evacuation Alert
 - Hazardous Materials
 - Decontamination
 - Lockdown
 - Bomb Threat

Emergency Preparedness

Staff Education, Training, and Responsibilities

- Along with a written Emergency Operations Plan at each facility, staff need to be educated on the EOP procedures and trained using drills and exercises. Planning, education, and training help prepare staff on how to respond and what their role and responsibility is during a disaster.
- If you are unsure about your role in the Emergency Operations Plan or the Emergency Response Guide, ask your supervisor.
- Make sure that you are prepared to respond to a disaster event:
 - Know the types of disaster events that can be a risk for your facility
 - Participate in emergency response training drills and exercises
 - Review your Emergency Response Guide

Stroke Response

Emergency response for a potential stroke patient

- All staff should be familiar with the signs of a stroke and be able to initiate an emergency response.
- The American Heart Association teaches, BE FAST, as an easy way to help identify the signs of a stroke.
 - **B**alance: Sudden loss of coordination or balance
 - **E**yes: Sudden change in vision
 - **F**ace: Sudden weakness on one side of the face or facial droop
 - **A**rm: Sudden arm or leg weakness/numbness, usually on one side of the body
 - **S**peech: Sudden slurred speech, trouble speaking, trouble understanding speech
 - **T**errible Headache: Sudden onset of a terrible headache
- Follow your facilities process in alerting the response team or calling Emergency Medical Professionals. A timely response to the above symptoms is important.

Thank you.