Moving Beyond Quality Improvement Tools: Creating a Culture of Quality and Safety

Session Roadmap

Safety Culture → Sustainment

Sustainment → Continuing the Journey

Closing → Continuing the Journey

Healthier Organizations. Healthier Outcomes.
Culture is LOCAL!!!

Hospital Survey of Patient Safety Culture
Hospital Survey on Patient Safety example

**Composite Analysis**

- **Hospital management support for patient safety**
  - 87% Positive
  - 10% Neutral
  - 72% National Benchmark

- **Overall Perceptions of Safety**
  - 74% Positive
  - 9% Neutral
  - 17% Negative
  - 66% National Benchmark

**Healthier Organizations. Healthier Outcomes.™**

Hospital Survey on Patient Safety example

**“Perceptions of Safety” Composite**

- **We have patient safety problems in this unit.**
  - 70% Positive
  - 10% Neutral
  - 20% Negative
  - 65% National Benchmark

- **Patient safety is never sacrificed to get more work done.**
  - 77% Positive
  - 10% Neutral
  - 13% Negative
  - 64% National Benchmark

- **Our procedures and systems are good at preventing errors from happening.**
  - 83% Positive
  - 3% Neutral
  - 13% Negative
  - 73% National Benchmark

- **It is just by chance that more serious mistakes don’t happen around here.**
  - 67% Positive
  - 13% Neutral
  - 20% Negative
  - 62% National Benchmark

**Healthier Organizations. Healthier Outcomes.™**
Hospital Survey on Patient Safety example

“Hospital Management Support for Patient Safety” Composite

<table>
<thead>
<tr>
<th>Statement</th>
<th>Positive</th>
<th>Neutral</th>
<th>Negative</th>
<th>National Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>The actions of hospital management show that patient safety is a top priority.</td>
<td>77%</td>
<td>7%</td>
<td>17%</td>
<td>75%</td>
</tr>
<tr>
<td>Hospital management seems interested in patient safety only after an adverse event happens.</td>
<td>90%</td>
<td>10%</td>
<td>0%</td>
<td>61%</td>
</tr>
<tr>
<td>Hospital management provides a work climate that promotes patient safety.</td>
<td>93%</td>
<td>3%</td>
<td>0%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Session Roadmap

Safety Culture -> Sustainment -> Continuing the Journey -> Closing

Healthy Organizations. Healthier Outcomes.™
Learning Culture: Sustaining Improvement

Key Components of Sustainment

Locking in the progress that hospitals have made already and continually building upon it
Key Questions for Sustaining

1. Is the (intervention) near the final stage of development? If there were room for further changes, would these completely alter the way the solution has been introduced?
2. Are the measurements demonstrating real improvement?
3. Who cares about this improvement? Is the solution representative of the wider views of those involved?
4. What policy or technological changes may render this solution redundant? When might this happen?

Make Change Fun
Session Roadmap

Safety Culture → Sustainment

Closing → Continuing the Journey

Where do we go from here?
Where do I/we start?

Where am I?
Where are we?

Where do I/we want to be?

Alignment
Harm and Capacity

Harm = Less Capacity

- Increase resources per patient
  - Extra supplies
  - Extra care provided
- Increased length of stay
- Readmissions/Extra visits

Tools

- PDCA
- Learning from Defects
- Adverse Event Reporting
- Run Chart
- Root Cause Analysis
- Fishbone Diagram
- Surveys
- Failure Mode Effects Analysis
- Lean Process
- Leadership Rounds
- Debriefs
- Checklists
- Patient Satisfaction Surveys
- Quality Data
- Essentials of Patient Safety
Next Steps

What can you do differently to improve quality and safety?

Session Roadmap

Safety Culture → Sustainment

Closing ↔ Continuing the Journey
Resources

https://synensis.box.com/ShellQuality

Path Forward