



Carolinas HealthCare System

AHRQ Patient Safety Culture Survey

Juanita Stroud

Patient Safety Director



Carolinas HealthCare System

Carolinas HealthCare System



- One of the nation's largest public, not-for-profit healthcare systems
- Provides a full spectrum of healthcare and wellness programs throughout North and South Carolina
- **41 hospitals** and approximately **900 care locations**
- Approximately **60,000 employees** (full and part-time)
 - Includes approximately 2,500 System-employed physicians

Carolinas HealthCare System Mission & Values



Our Mission

- To create and operate a comprehensive system to provide healthcare and related services, including education and research opportunities, for the benefit of the people we serve.

Our Vision

- Carolinas HealthCare system will be recognized nationally as a leader in the transformation of healthcare delivery and chosen for the quality and value of services we provide.

AHRQ Patient Safety Culture Survey at Carolinas HealthCare System



- Participate in Hospital, Medical Office, and Nursing Home surveys
- Surveys are conducted every 2 years
- Survey all sites – goal response rate is 75%
- Surveys are Web based
- Survey is coordinated with National Patient Safety Awareness Week
- Each hospital, long term care facility, and physician network assigns a contact
- Announcements for surveys begin in January

Every Monday Matters



Tool used to communicate to all employees and medical staff

Carolinan HealthCare System

Powered by
EVERY
monday
MATTERS

Your Voice Matters for Patient Safety! Monday



- One out of 20 hospitalized patients in the United States contracts a hospital-acquired infection
- Medication errors harm an estimated 1.5 million Americans each year

"Every teammate influences our patient safety culture at Carolinas HealthCare System. We strive for continuous quality improvement, and encourage teammates to speak up and advocate for safety," says Pam Beckwith, CHS Quality team.

TAKE ACTION


Your Voice Matters

1. Take the Patient Safety Culture Survey before March 22
2. Identify your patient safety champion or coordinator
3. Promote the use of best practices by sharing your patient safety success stories with your team

YOU MATTER

Catching Safety Concerns

The Good Catch award is given to a teammate who catches a potential patient safety issue.



Cynthia Allsopp, RN


Cynthia Allsopp, a nurse at CMC-Mercy, received such an award. She identified an unusual medication dosage on a patient discharge plan. She then contacted the prescribing physician, who ordered the correct dosage. The patient was able to receive the correct pain medication without incident.

IMPACT

How have you or your unit contributed to improving patient safety?
Speak up and speak out!

EveryMondayMatters@CHSblog

[CLICK HERE](#)



Blog with us at <http://blogs.carolinan.org/everymondaymattersatchs>

Medical Office Survey Toolkit



- Toolkit includes:
 - Copy of the Medical Office survey
 - Past results
 - Medical Office Patient Safety Culture survey talking points
 - Template for Medical Director or VP to announce the survey
 - Letter includes actions taken since last survey
 - Printable flyers announcing the survey

Toolkit Material- Example



Medical Office Patient Safety Culture Survey

Please take a few moments to tell us
how we are doing with patient safety.

We want to
know what you
think.

Your voice counts!



To access the medical office survey:

<https://www.XXXXXXXXXX>

Thank you for helping to keep our patients safe!

Toolkit Material- Example



“Enter Name of Facility”

AHRQ Medical Office Patient Safety Culture Survey

Coming Soon!

March 8 – March 22, 2013

Staff and employed physicians are invited to take the survey

Benefits from taking the survey:



Raises patient safety awareness



Assesses the current status of patient safety culture



Identifies strengths and areas for patient safety culture improvement



Evaluates the success of patient safety initiatives and interventions

Sharing Results



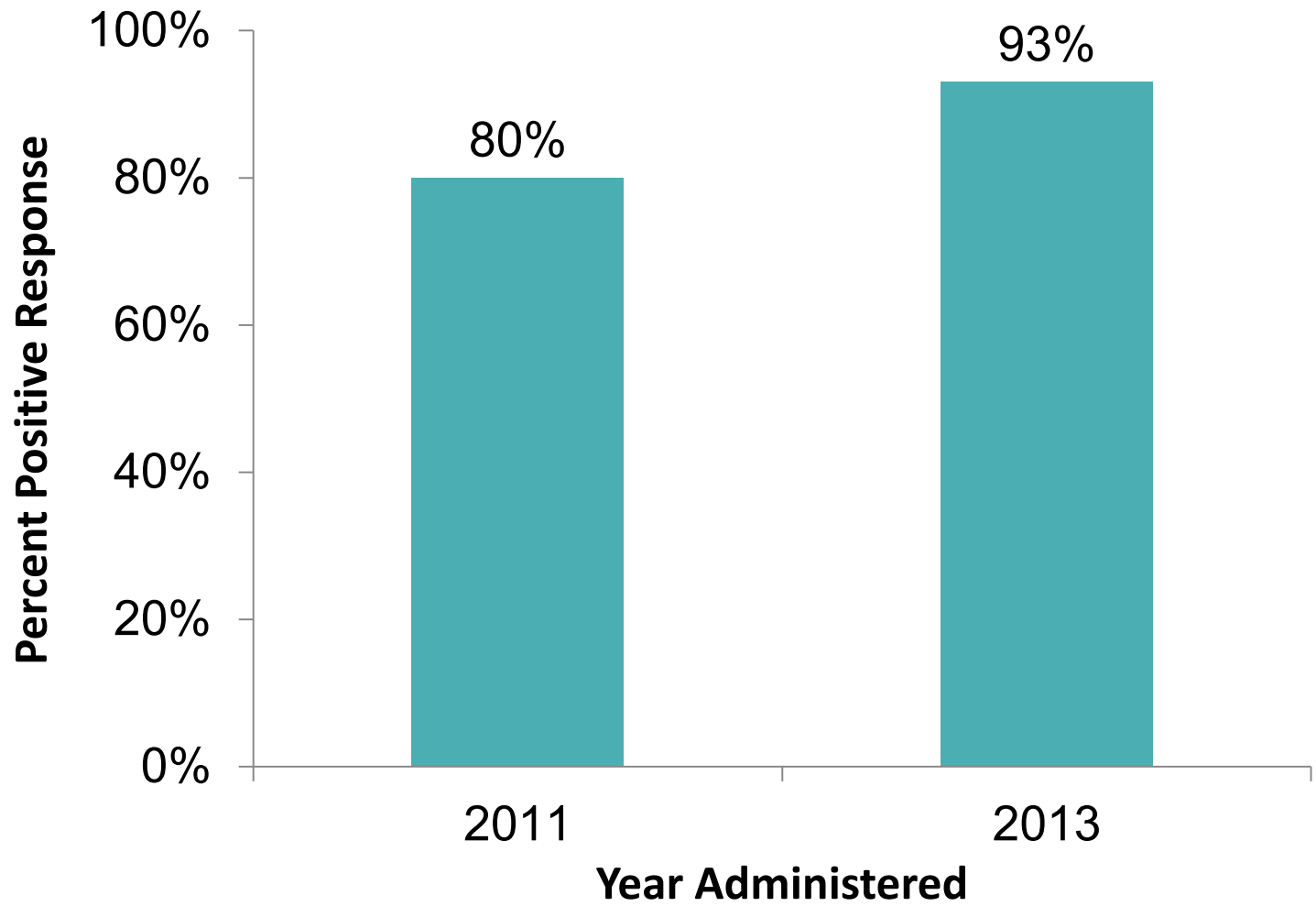
- PowerPoint provides statistics for
 - CHS Medical Office
 - Each Physician Network
 - Each Medical Office
- Access to survey results for each medical office through The Patient Safety Group tool
- Results are reported to front line staff and to the Board

Utilizing Survey Data

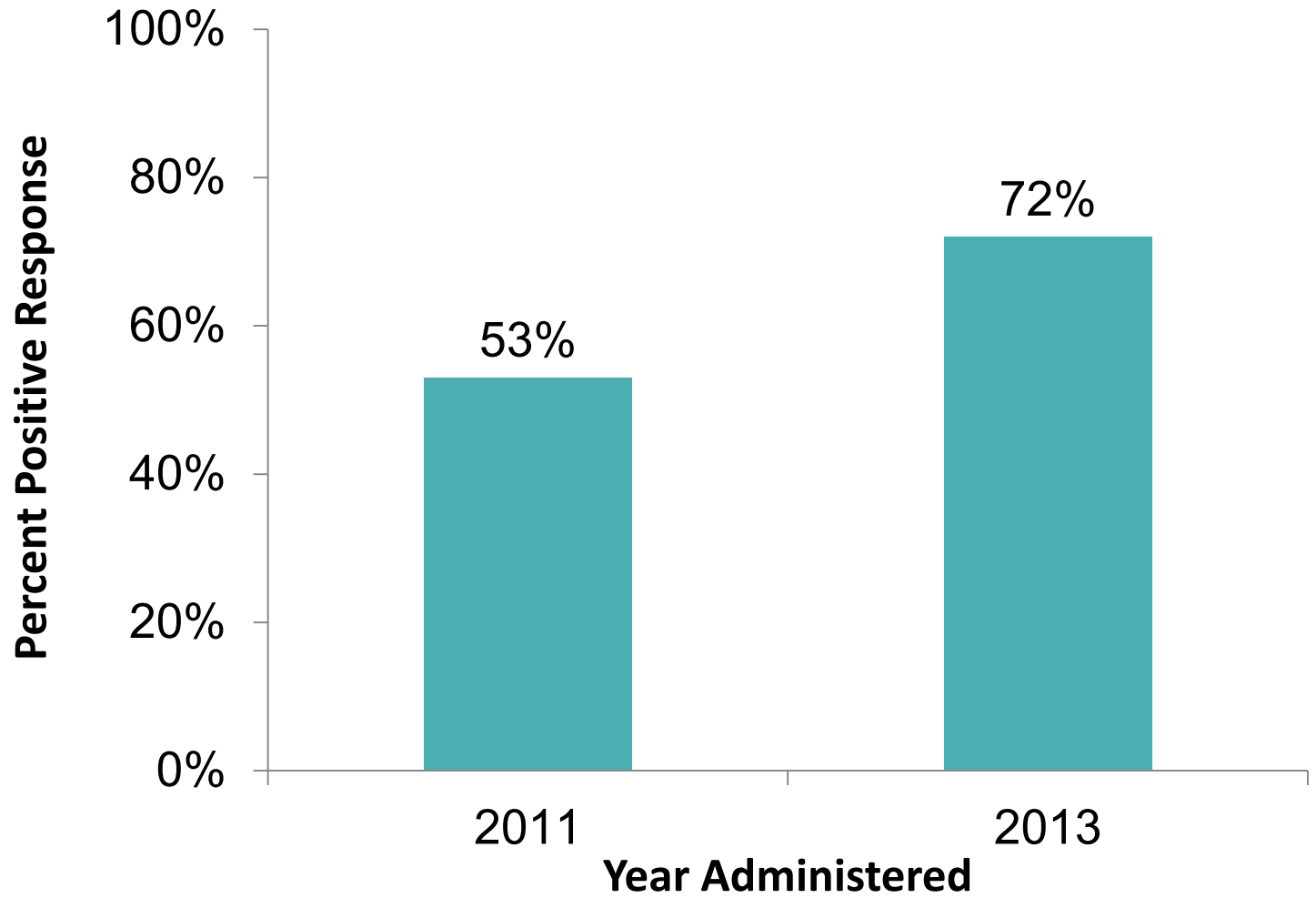


- Survey data are reviewed to identify trends to celebrate, or find opportunities for improvement
- Management Action Plans (MAPS) are created to address opportunities
- MAPS are shared at Medical Office Quality and Safety Operations Council (QSOC™) for cross-network learning

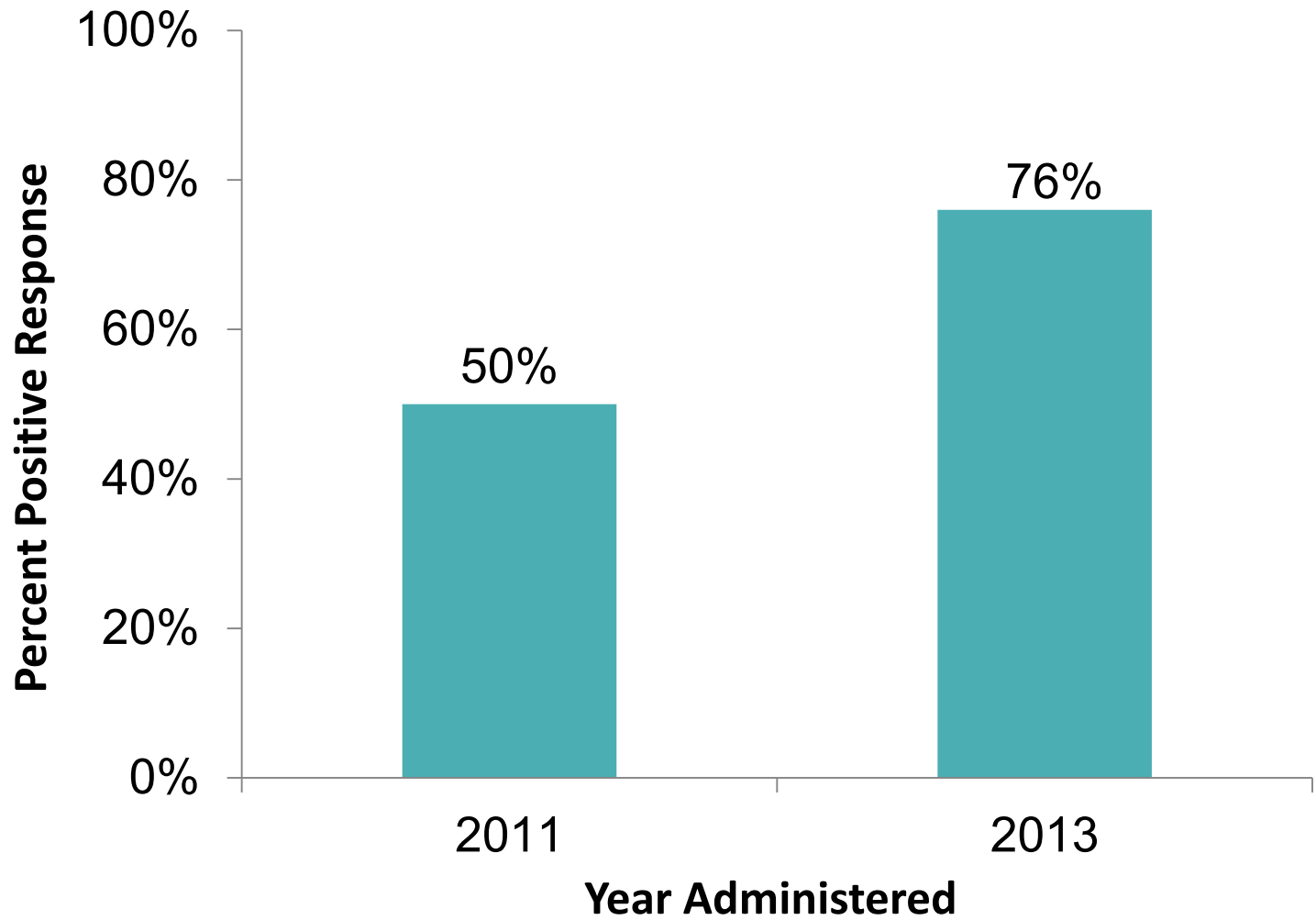
Teamwork



Communication About Error



Communication Openness

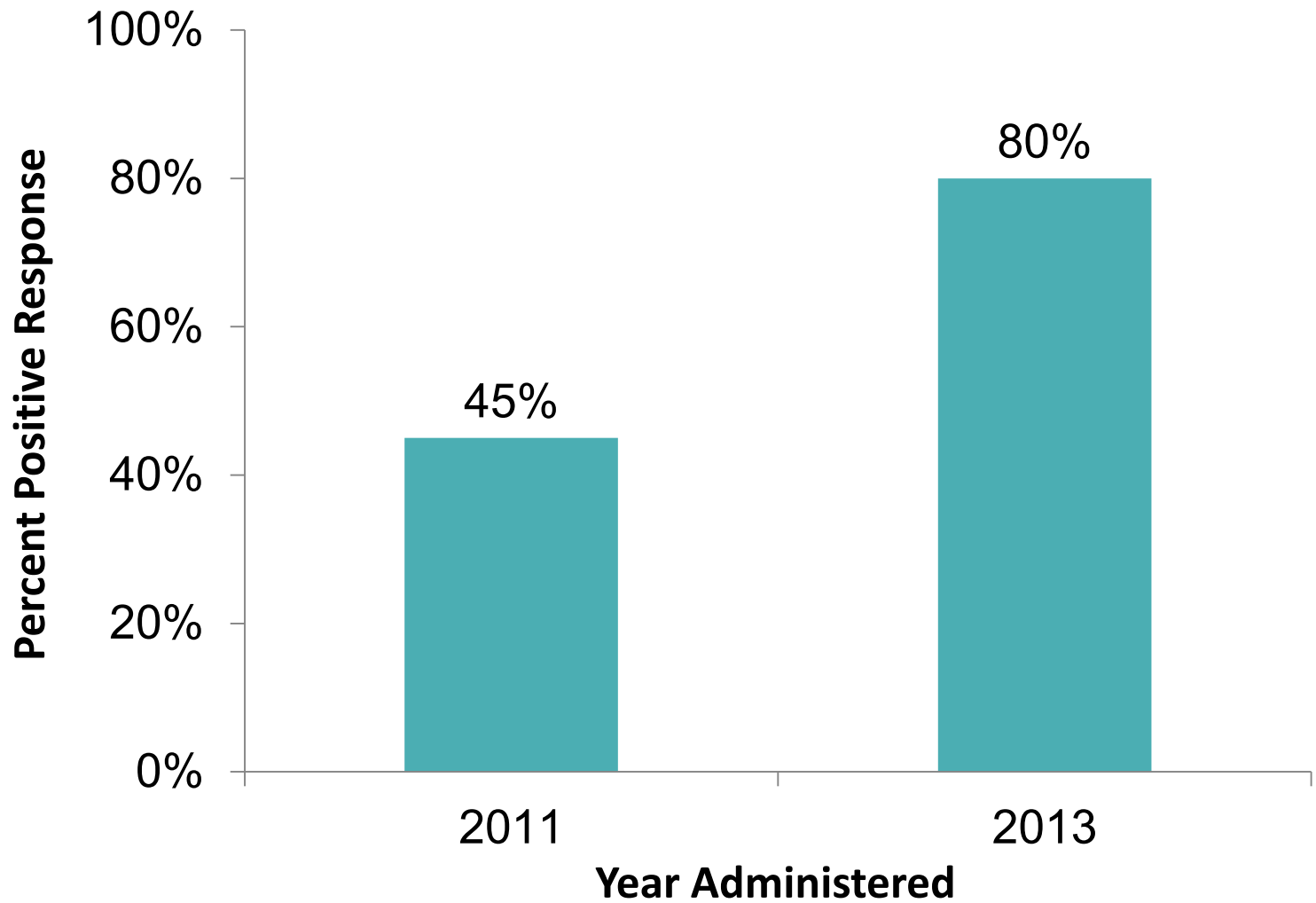


Strategies Implemented



- Sanger Heart and Vascular implemented TeamSTEPPS
 - Supported by Leaders
 - Strategies chosen by front line supervisors
 - Training provided by staff and physicians
 - Leaders supported use of skills and strategies
 - Conversations held with non-supporters
 - Improved on all survey composites

Leadership Support for Patient Safety



Strategies Implemented



- Patient Safety Champions
 - Each site has a champion = “Patient Safety” expert
 - Champions’ role is to spread patient safety information
 - Staff may approach Champions to share patient safety concerns

Strategies Implemented



- Good Catches
 - A "Good Catch" is an error that is caught before it reaches the patient ("near miss")
 - To promote a culture of patient safety, we encourage and support non-punitive reporting of "near misses"
 - A "Good Catch" nomination should be submitted for those who go above and beyond the duties defined in their normal job description

Keeping our Pulse on Patient Safety Culture



- A pulse survey is conducted periodically
- Pulse survey concentrates on specific domains
- Helps to gauge progress – Areas to celebrate!
- Identifies areas where focused efforts are needed
- Maintains an awareness of patient safety culture

**Everyone impacts patient safety
& should take the survey!**

**September 25th
– October 10th**



PULSE CHECK OF PATIENT SAFETY CULTURE SURVEY

This is your opportunity to tell us how we're doing with communication, teamwork, management support for patient safety, and more.

Thank you for helping to keep our patients safe!

If you have any questions, please contact CHSMG Safety team at CHSMGSafety@carolinashealthcare.org

EXAMPLE OF QUESTIONS IN THE PULSE CHECK

AHRQ Patient Safety Culture Pulse Check

4. Office Processes and Standardization

***6. How much do you agree or disagree with the following statements?**

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
This office is more disorganized than it should be.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have good procedures for checking that work in this office was done correctly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have problems with workflow in this office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff in this office follow standardized processes to get tasks done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>