BETSY LEHMAN CENTER

for Patient Safety and Medical Error Reduction

COMMONWEALTH OF MASSACHUSETTS

FOR PATIENT SAFETY AND MEDICAL ERROR REDUCTION

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for Patient Safety and Medical Error Reduction

Make a plan to keep your patients safe

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All healthcare providers want to deliver high quality care without causing harm.

Medication Error!

But safeguarding patients doesn't happen automatically.

Creating a robust patient safety plan provides a systematic and effective way to reduce the risk of adverse events.

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That's why we created the Patient Safety Navigator.

reporting adverse events.

READ MORE →

HOW TO
PLAN

Use these resources to map strategies for preventing patient harm.

LEARN MORE

HOW TO
ANALYZE

Probe root causes to understand what went wrong and prevent recurrence.

LEARN MORE

HOW TO
COMMUNICATE

Inform patients and families – and support medical staff – after an error or unexpected outcome.

LEARN MORE

HOW TO
REPORT

Navigate state and federal patient safety reporting requirements.
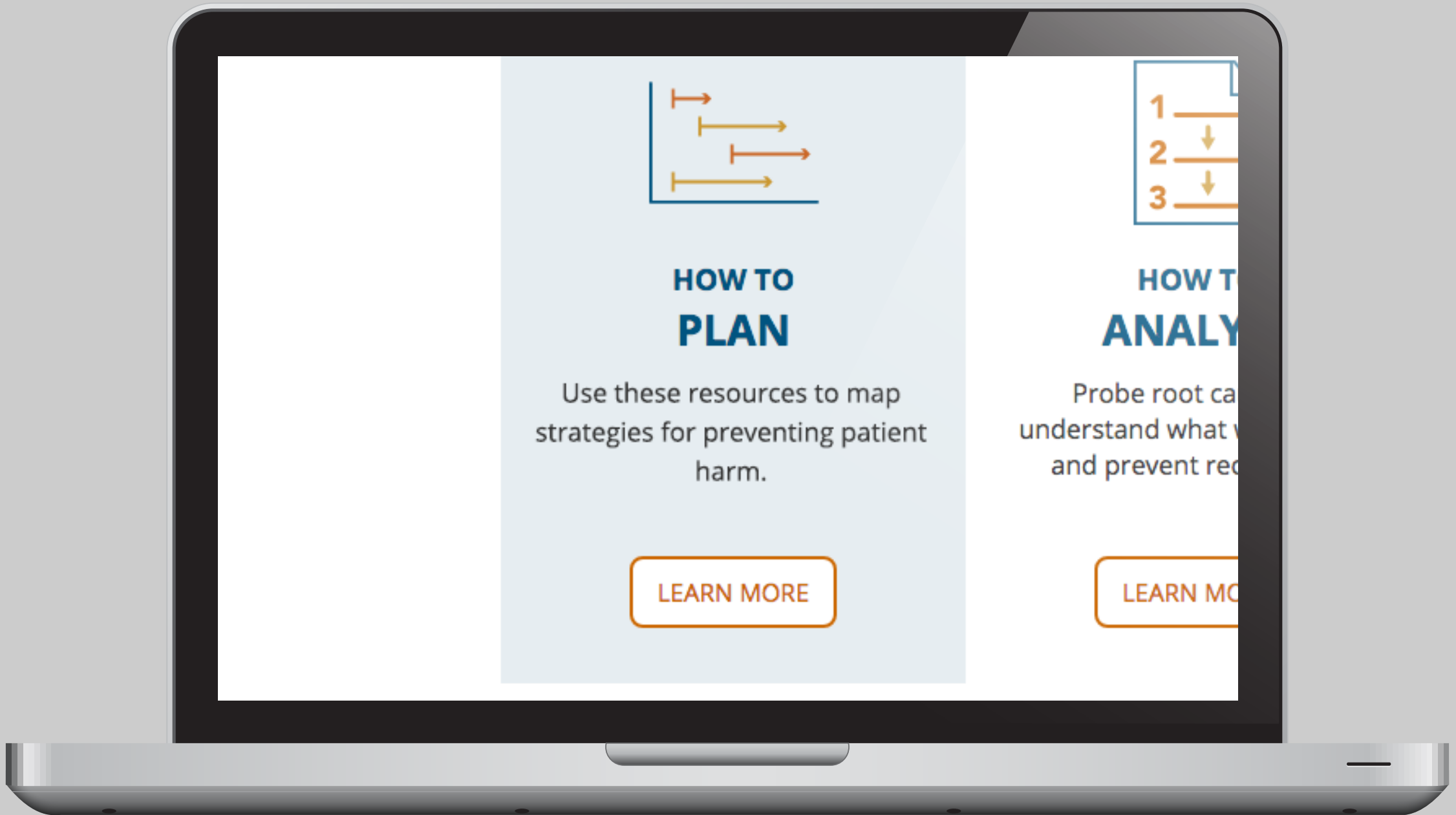
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Why plan?

All providers want to deliver quality care to their patients without causing harm. A safety plan will help your organization – no matter how small or large – take an approach that is systematic and effective. Start by making a plan. Then revise it over time to fit your unique circumstances.

? Not sure where to start?

PLAN THESE ESSENTIAL ELEMENTS

Coordination
Decide who will oversee safety activities and encourage all to participate.

Objectives
Set measureable goals and look for opportunities for

CONTINUOUSLY IMPROVE

Training
Foster a shared understanding of best practices to keep patients safe.

Testing
Make small, evidence-based changes and observe the

A patient safety plan has many components. We've distilled them into nine key topics:

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Readiness

Prepare in advance how your team will respond to an adverse event.

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Use data to monitor performance and identify effective changes.

SEED YOUR SUCCESS

Leadership

Demonstrate commitment to patient safety, starting from the top of the organization.

Communication

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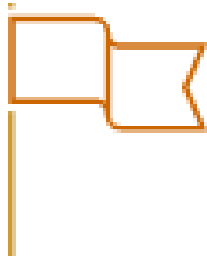Decide who will oversee safety activities and encourage all to participate.

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To continuously improve your safety systems,

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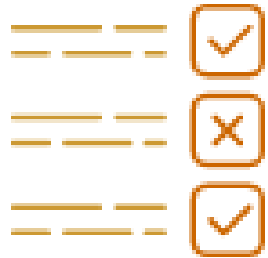learn best practices for TRAINING staff,

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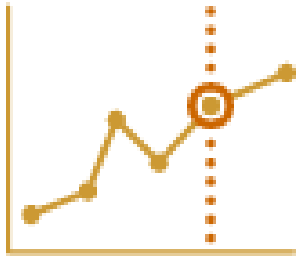Use data to monitor performance and identify effective changes.

TESTING changes you make,

Tracking

Use data to monitor performance and identify effective changes.

and TRACKING results to measure your progress.

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To seed your success, focus on key organizational elements, including

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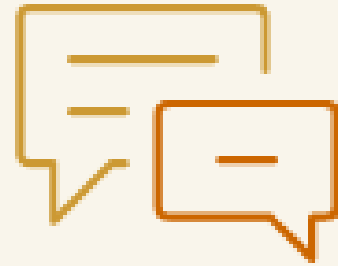
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Objectives

"Everyone is in favor of safety. What we really need is a set of concrete specific goals to move things along."
- Lucian Leape, MD, to the *Boston Globe*

Set objectives that are specific and evidence-based

Don't wait for an adverse event before taking action to improve the safe delivery of care. Patient safety is a continuous process. Your plan will be more successful if it includes specific goals that everyone in the organization can work toward.

Look for opportunities to make your organization safer ⌃

- Examine systems, processes, and the environment and recognize potential safety issues. Think about what could go wrong and prevent it before it happens.

- Some ways to get started include:

  - Asking staff "What keeps you awake at night?" when it comes to the safety of patients and colleagues.

  - Share letters from patients and families with positive and negative comments about the care they received at your facility.

Helpful tools

- Use a flowchart
- Set SMART goals
- Examples of objectives:
  - Top 10 Patient Safety Concerns
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You'll find tips and tools to help you recognize patient safety issues.

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  - Have group conversations about what changes to your practices' way of doing things might prevent harm from happening.

  - Analyze the change possibilities and identify those you think are most likely to help.

RECOGNIZE PATIENT SAFETY ISSUES

You'll find tips and tools to help you recognize patient safety issues.

as a flowchart to guide the process. This approach helps you to map out the steps involved in care and find potential areas of improvement.

Set measurable goals ∧

- Pick specific goals that allow you to track your progress.

  - For example, rather than "increase reporting of laboratory test results," set a target – such as "over the next six months, 90% of laboratory test results will be shared with both the primary care provider and patient within 48 hours."

  - See the tool for tips on creating SMART goals.

- Base goals in part on previous performance.

  - For example, the target number of laboratory test results shared within 48 hours with the primary care provider and patient for the new year may be a certain percentage higher than the previous year.

- Look to professional organizations and other health care institutions for benchmarks.

  - For example, if you are a long-term care facility, use Medicare's Nursing Home Compare tool to look at staff influenza vaccination rates for peer facilities and set a goal to move your staff's compliance to the top of the list.

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TRACK YOUR PROGRESS

Set specific goals that allow you to track your progress.

Take advantage of expert guidance from organizations that specialize in patient safety ⌃

- Depending on your setting, you could start by looking at: medication management, latex exposure, blood glucose monitoring and testing, hand hygiene, communicating laboratory test results, patient identification, mental health, and so on.

- Review the examples of patient safety measures below as a starting point. Then determine appropriate objectives for your organization. Think about processes, equipment, communication, specific patient groups and diagnoses, and so on.

- As you review each example, make a list of the ones most appropriate to your practice:

    - Top 10 Patient Safety Concerns for Healthcare Organizations from ECRI: this report highlights new or changing areas to focus patient safety efforts.

    - National Patient Safety Goals from the Joint Commission: these goals are available for ambulatory care, behavioral health, home care, and hospitals in both easy-to-read summaries and detailed chapters.

    - Patient Safety Indicators from the Agency for Healthcare Research and Quality: this piece outlines provider- and area-level measures for hospitals and includes a link to more detailed indicators.

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TAKE ADVANTAGE OF EXPERT GUIDANCE

...and take advantage of expert guidance from organizations that specialize in patient safety.

BETSY LEHMAN CENTER | **PATIENT SAFETY NAVIGATOR**

Plan   Analyze   Communicate   Report   About this Tool   About Us

Home / Plan / Objectives

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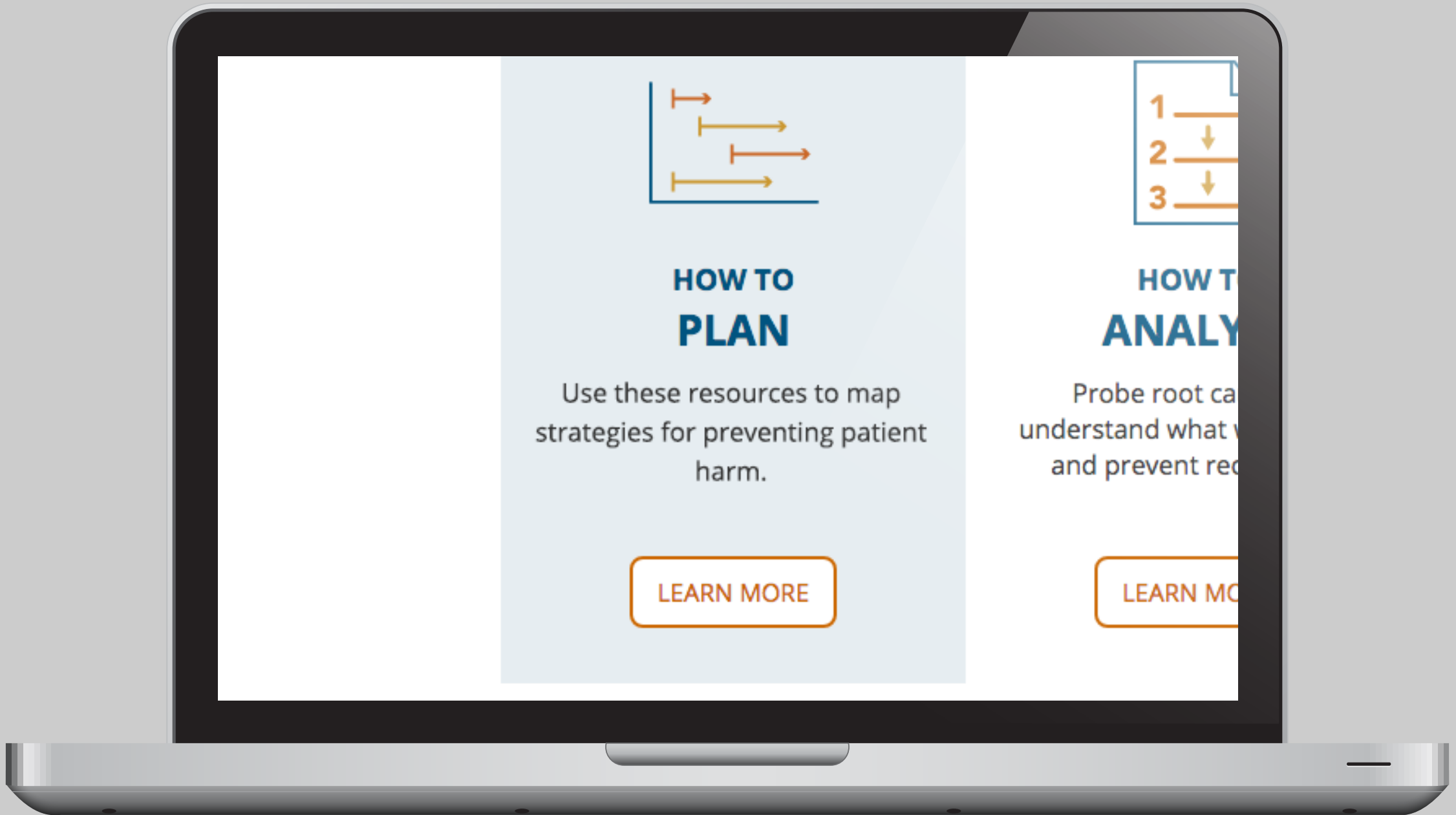
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