# **Children's Medical Center**

CHAT: Culture Journey September 26, 2017

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### Children's Health, Children's Medical Center

Children's Health offers a full continuum of care, beyond just critical care.

#### Three hospitals

- 592 licensed beds
- 7<sup>th</sup> largest pediatric system in licensed beds and 2<sup>nd</sup> busiest emergency department
- 7,000+ employees, 1,000+ medical and dental staff
- 7 Specialty Centers with 50+ specialties
- 20 Pediatric Group locations
- Outpatient pediatric imaging and surgery centers
- Home Care and Virtual Health/TeleMedicine
- Education and Training
  - 250+ pediatric residents and fellow
  - 840 residents and fellows on rotation
  - 2,000 students for clinical rotations
    - 65 colleges and universities





#### **Patient Safety Culture Journey**





#### 2013 - 2014

- Launched Just Culture
- Joined Solutions for Patient Safety (SPS)
  - Share safety successes and failures
  - Learn from and teach other about network goals
  - Ensure every child is safe in our care
- Incorporated HAC prevention bundles
- Began reviewing HACS and events with harm through bedside reviews and RCAs



Children's Hospitals' Solutions for Patient Safety Every patient. Every day.



### **April 2015**

- Launched YES to safety. NO exceptions.
  - Standard communication strategies and selfchecking tools
  - Step-by-Step tools to escalate to leaders
  - Ultimate aim to decrease human error and mistakes





## August 2015

- Began Daily Safety Briefings
  - Provide leadership
     awareness
  - Identify clinical patients at risk
  - Act as a forum
    - Learning status of operations
    - Identifying problems
    - Identifying issue resolution
    - Ensuring focus and priorities for the day





#### 2016

- Implemented Safety Coach Program
- Implemented training to all Childrens Health Pediatric Group staff and providers
- Required all physician, residents and fellows to take the training







#### 2017

- All leaders and team members clinical and non-clinical – will have to attend the YES to safety. NO exceptions. class
- Leaders continue their education by taking the Leadership Methods class
- All new hires take the class upon hire date

Patient Safety Toolkit			NO soletions.
Commitment	Related Tool		
Everyone Makes a Personal Commitment to Safety	1. AIDET - Always introduce yourself and know who you're working with	3.	Pay attention to detail using STAR Stop
"We do the Right Thing"	2. ARCC for team member checking and coaching		Think
Unwavering integrity	Ask a question Request a change		Act Review
Selfless Service	Concern – voice a concern		Review
Gemeaa Gervice	Chain of Command		
Everyone is Accountable for Clear and Complete Communication	<ol> <li>Use SBAR to communicate concerns requiring acti Situation: What is the problem, Patient or project? Background: What is important to know?</li> </ol>		Use a Standardized Handoff method to transition assignments
"We are One Team"	Assessment: What is your evaluation? Recommendation: What action needs to take place	e?	
Commitment to Excellence	<ol> <li>3-Way communication with 1 or 2 clarifying questions to confirm and communicate routine, bu important information, A clarifying question can be numeric (15; one-five) or phonetic (alpha, beta)</li> </ol>		
Everyone Supports a Questioning Attitude	1. QVV – Question and confirm when you're unsure about something.		
questioningAuture	Qualify the source (do I trust this source)		
"We Get Results"	Validate the content (does it make sense to me) Verify your action (check it with an expert)		
Commitment to Excellence			
Passionate Advocacy	<ol> <li>Stop and resolve – Don't proceed in the face of uncertainty</li> </ol>		



#### **Continuing the Patient Safety Journey**

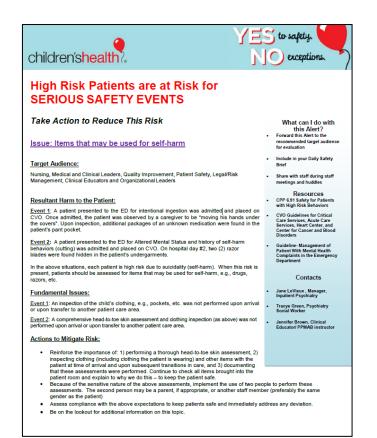
- Safety Cards
- Staff Safety





#### **Key Learnings**

- Steady drumbeat for safety!
- Transparency





You're invited to the Children's Health Specialty Center at Cityville Southwestern Medical District Open House, All team members are welcome to join us tonight from 5:30 to 7 p.m. for a tour of the new facility, while enjoying light refreshments. Cityville provides rehabilitation and therapy services, including a state-of-the-art therapy pool and robot to assist our patients.

Quality Update. Read this week's Quality Update from Rustin Morse, M.D., Vice President of Quality and Chief Quality Officer, for an overview of Toyota's philosophy and how it applies to our initiatives. Also included is data on safety card reliability for August.

Team Member Spotlight - Lauren Allen, Join us in recognizing Lauren Allen, Team Leader, Cardiology, for always putting others first, especially team members and patient families.

Final day to enroll in the Full Plate Weight Loss program. Registration closes tonight at midnight for the Full Plate Weight Loss program. This is the final program session for the year.

LiveWell Mindfulness Series at Trinity Towers tomorrow. From noon to 1 p.m., participate in the final LiveWell Mindfulness class on Moments, Movements & Methods. It will address staying focused in the midst of chaos in daily life.

Do you have a story you would like to see featured? If so, please submit content to <a href="mailto:balloonbeat@childrens.com">balloonbeat@childrens.com</a>.

### **Key Learnings**

- Continuous Improvement
  - Daily Safety Briefing
  - Leadership Methods Training
  - YES to safety. NO exceptions training
- Celebrate!
- Leadership Engagement



Plano celebrates three patient safety milestones Tuesday, August 22, 2017 EXCELLENCE QUALITY



#### Thank you!



