

T E A M W O R K

Teamwork

NEWS FOR THE BORGESS FAMILY

February 18, 2005

Employees and physicians learn about, discuss and reinforce our Culture of Safety at Discovery Days



On video, Sorrel King tells the tragic story of her daughter's death due to medical errors at the Johns Hopkins University Children's Center.

Employees and physicians who work at the Borgess Medical Center campus learned a great deal at Discovery Days to help strengthen the Culture of Safety for our patients.

Participants were also offered the opportunity to contribute their own thoughts and ideas at the sessions, which were held in late January and early February at the Navigation Center.

"The event was structured to foster open and honest communication about safety pitfalls in health care and the various work efforts which target improvement," said Linda Albery, Vice President & Chief Operating Officer. "Borgess Medical Center is a safe hospital but we want to be **the safest hospital** for our patients, colleagues, physicians and our own families.

"Based on feedback from the event," she said, "we know Borgess employees and physicians are engaged in making Borgess a safe hospital and they are ready to do more."

Chief Medical Officer Sanford Tolchin, MD, delineates the five "rights" of medication administration – right patient, right drug, right dose, right time, right route of administration.



Sherri Crum, IT Educator, was one of many employees who added their thoughts and ideas to knowledge walls at the event.

Information on steps being taken to keep that momentum going is found on page three.

Among the facts and ideas presented at the event:

- ❖ The Institute of Medicine estimated five years ago that 98,000 deaths are caused nationwide each year by medical errors.
- ❖ No one should assume they are immune from the potential for minor or even serious mistakes.
- ❖ Borgess and Ascension Health have joined a nationwide campaign to save 100,000 lives in the US over an 18-month period that began in December 2004.

To make this goal possible, six steps are advocated by those leading the 100,000 lives campaign. Borgess has already implemented, or is moving forward on, all six.

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BORGESS
HEALTH ALLIANCE



Borgess staff members participate in enlightening Culture o



This knowledge wall – which gained much staff input – focused on how we can help ensure safety for our patients.



The Borgess executive team, including Interim President & CEO Patrick Dyson (above), took an active role in Discovery Days, emphasizing that Borgess places the highest priority on patient safety, and on discussing ways to achieve it with staff.

(continued from front page)

They are:

1. Deploying Rapid Response Teams (RRT) – The BMC RRT intervenes with urgent response at the first sign of decline in patient status rather than waiting for patients to “code.”
2. Delivering reliable, evidence-based care for acute myocardial infarction. BMC “bundles” these interventions rather than using the clinical measures in isolation.
3. Preventing Adverse Drug Events (ADEs) – Among multiple initiatives under way, BMC has instituted a protocol that has significantly reduced ADEs related to anti-coagulants, and is engaged in intensive chart reviews for potential errors involving both anti-coagulants and insulin. BMC is also using a “tool” from the Institute for Healthcare Improvement to provide intensive medication-related chart reviews.
4. Preventing infections caused by central venous lines through the use of five evidence-based measures – called the “central line bundle” – now in use at BMC
5. Preventing surgical site infections by improving the timing of antibiotic administration prior to surgery, and taking other measures (including, at BMC, maintenance of air-handling system in OR and minimizing staff entries / departures during procedures).
6. Preventing ventilator-associated pneumonia through use of a Ventilator Bundle, also in use at BMC

The facts and thoughts were backed up by powerful images.

Employees and physicians saw a videotape of Sorrel King, whose 18-month-old daughter Josie died due to mistakes made at the highly prestigious Johns Hopkins Children’s Center. She told the horrifying story of the errors

made by hospital professionals who did not heed her repeated warnings that something terrible was happening to Josie. The mistakes occurred due to a breakdown in process and communication systems which involved many people and departments.

Those who viewed the videotape suggested lessons that were reinforced by the video, including:

- ❖ Listening to the patient and family. They may identify safety concerns that staff members do not.
- ❖ Listening to each other. Communication must be clear and consistent among members of the staff and physicians.

In addition, employees saw videos that reviewed other errors and “near-misses,” as well as the commitment of Ascension Health to Healthcare That Is Safe.

- Displays and presentations focused on:
- ❖ What Patients are Saying – For clinical, as well as service-oriented reasons, we can learn a lot from our “customers” – including matters that bear on patient safety.
 - ❖ Aspects of Safety – including the Rapid Response Team Medication Orders, Medication Refrigeration, Insulin Use, Handwashing, Preventing Urinary Tract Infection, Surgical Pause for Right Site Verification, Identification Bands, and many others.

Participants were encouraged to examine current cultural practices – the ways things are done – to determine how they can be improved to promote safety.

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One of the videos shown at Culture of Safety Discovery Days was Ascension Health’s “Healthcare That Is Safe.” The video features many visuals from Borgess Medical Center, including this scene of Clinical Nurse Educator Rosalind Lee-El.

of Safety Discovery Days at BMC Navigation Center

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“All hospitals including Borgess need a culture of safety that continuously improves teamwork and communication, and engage in practices that enable care providers to learn from mistakes and thereby avoid them in the future,” said Angela Janik, Chief Nurse Executive.

Quality Director Phyllis Bates added another important point.

“Everyone should keep in mind that acting on our quality initiatives, and adhering to quality-related guidelines, is one major key to maintaining patient safety,” Bates said. “Most of our quality efforts, in fact, have a direct bearing on safety. Act for quality and you will promote safety.”

Employees were invited to add their comments on boards dealing with:

- ❖ What We Want to See in Our Culture
- ❖ What We Do Not Want to See in Our Culture
- ❖ How employees who are not directly involved in patient care can make a positive difference in patient safety.



Rand O'Leary, Executive Director, Surgical & Specialty Services, joined in conversations with employees and physicians about what we can learn from our patients and family members.

place at Borgess as well as anywhere else makes it personal and adds a different dimension to the issue. We now need to build on the momentum of Discovery Days to realize our goal of eliminating needless deaths and injury.”

Employees were also enthusiastic about the event.

“Patient safety should always be our number one priority,” said Susan Johnson, RN, Radiology. “The Culture of Safety Discovery Days helped focus everyone’s attention on what’s really important.”

“In CVL, we have a very good team and the event reminded us of why we do things the way we do,” said Shaleen King, CVL Tech.

“The event really opened my eyes,” said Bernie Marr, Surface Applications Specialist. “I was amazed that so many people die (from hospital-related causes).

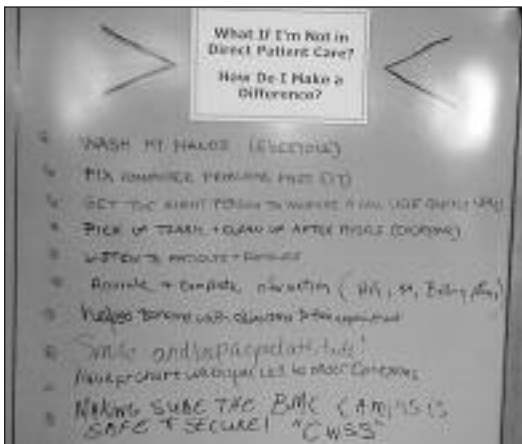
From outside the clinical side, it gave me a good idea of what people who work with patients go through every day.”

Good Catch program & other actions to continue event’s momentum

As noted at Discovery Days, employees will be invited to participate in a new Good Catch program to document “near-misses” in which specific safety-related problems were avoided. More information on the program, which goes into effect March 1, will be offered in next week’s *Teamwork*.

In addition, for follow-up, management staff will receive materials to share with other employees to further enhance our culture of safety. Included will be specific suggestions for safety enhancement made by employees at Discovery Days.

“The culture of safety will be a major focus at February and March departmental staff meetings,” said Linda Albery, Vice President & Chief Operating Officer. “Directors and other management will be encouraged to discuss listening to patients and families, communication among staff and any specific issues related to safety. And at New Employee Orientation, more information on safety will be added to the program.”



This board focused on the often-overlooked but important roles non-clinical staff play in promoting patient safety.

“I think the event more than met its goal of raising employee awareness,” said Chief Quality Officer Robert Brush, MD. “Recognizing that problems can take



Hundreds of employees and physicians participated in Discovery Days. Here, some staff members view walls focusing on different aspects of patient safety.

BIEHR training required for staff who read or write on charts in CI5 and CI8

Enrollment for Borgess Integrated Electronic Health Record (BIEHR) training is now available on NetLearning for those who read or write on charts in patient care units CI5 and CI8 of Borgess Medical Center.

These staff members are also required to take Windows training on NetLearning prior to attending the BIEHR class.

Enroll now for classes to be held March 22 - April 8

The BIEHR Training Schedule is available for staff to enroll on NetLearning. The CI5 and CI8 training will take place March 22-April 8, 2005.

In preparation for this class, some employees may need a basic background in computers. They should enroll in the "Introduction to Computers" CBL module in NetLearning. (While recommended, this is not a pre-requisite.)

Windows training is mandatory prior to BIEHR class

Because BIEHR works in a Windows "environment," staff must have a working knowledge of Windows. In preparation for the BIEHR class, go to NetLearning, click on "Enroll in CBL" and complete "Windows CBL with Assessment." This is a mandatory prerequisite for the BIEHR class. Without completing this module, staff will not be able to attend the BIEHR class.

The training schedules for the next two rounds of BIEHR implementation in the critical care areas will be published at a later date.

UPCOMING CLASSES AT BORGESS MEDICAL CENTER

Emergency Response Training for Borgess Employees: 9 am-5 pm, Thursday, March 17 in BMC Lawrence Education Center (LEC) Rooms 123/124. For nurses who provide direct care and are BLS/CPR-certified but not ACLS-certified. 6.5 credit hours. Registration required at least 10 days in advance.

ACLS Provider Course (12.0 credit hours): 9 am-4 pm on Thursday, March 10 and Friday, March 11 (attend both days) in the LEC Auditorium. Cost: \$230.

ACLS Renewal Course (5.0 credit hours): 9 am-3:30 pm, Monday, March 14 and Tuesday, March 15 (choose one) in the LEC Auditorium. Cost: \$130. Registration is required at least two weeks in advance.

CPR Provider Course: 9:30 am-1:30 pm, Friday, March 18 in the LEC Auditorium. Register at least one week in advance.

Registration forms are available outside the BMC Cafeteria. Call (269) 226-7092 for more information (and forms for non-BMC campus employees).

Critical Care Series Classes – Cardiac System: 8 am- 4:30 pm, Monday, Feb. 28 in LEC 123. 7.2 contact hours. **Respiratory System:** 8 am-4:30 pm, Tuesday, March 8 in LEC 124. 7.8 contact hours Register through NetLearning after receiving supervisor approval. Call Lisabet Girr at (269) 226-5121 for more information.

ACLS Prep: Emergency Cardiovascular Care will be offered 8-10 am and 1-3 pm (choose one), Thursday, March 3 in LEC 125. 2.0 credit hours. After obtaining supervisor approval, register via NetLearning. Call Lisabet Girr at (269) 226-5121 to learn more.

An enrollment meeting for 403b retirement accounts will be held 12:30-3:30 pm, Tuesday, Feb. 22 in LEC 124 (drop-in). Meetings will also be held at 8:30 am (group enrollment) and 10-11 am (drop-in), both on Friday, March 4 in LEC 125. Call (269) 226-8400 to sign up for the group meeting or arrange a one-on-one meeting with Kristine Fleming of Diversified Investments.

Tickets to the San Antonio Spurs vs. Detroit Pistons basketball game on Sunday, March 20 at the Palace of Auburn Hills are on sale from the Borgess Recreation Committee. Cost will be approx. \$70, covering bus ride & ticket. Interested persons should contact Rusty Patterson at (269) 226-7143 or via Lotus Notes.

An overnight shopping trip to Woodfield Mall, Ikea Center and Woodfield Village in Chicago will be sponsored by Borgess Recreation Committee on Saturday, Dec. 3, 2005. To learn more, contact Sue Hanna at (269) 226-5964 or through Lotus Notes. Payroll deduction is available.

➔ **All staff members who document on the Medication Administration Record (MAR) are required to take "New Paper MAR Extreme Makeover" on NetLearning by Friday, March 4.** The training is required for a new MAR that will be used in all BMC inpatient units beginning Tuesday, March 8, 2005.

A 'Dreams: The Language of the Soul' workshop will be held 9 am-3 pm, Saturday, March 5, at the Transformations Spirituality Center, 3427 Gull Road, Kalamazoo. Laura Smith, SSJ, a trained counselor and spiritual director, will facilitate. Cost: \$40. To learn more or register, call (269) 381-6290 ext. 310, or visit www.transformationscenter.org to register online. Register by Feb. 28.

An American Red Cross blood drive will be held Noon-5:45 pm, Monday, Feb. 21 in the LEC Auditorium. No appointments are needed. Please donate if you can.

Security Notice: Valuable audio/visual equipment has been taken from Lawrence Education Center classrooms without notice and not been returned. The items may be returned on a voluntary basis without consequences. However, unauthorized removals in which the equipment is not voluntarily returned may be prosecuted as theft. Please be advised, to avoid any further unauthorized removals, BMC Security is installing monitors (with 24-hour recording) in the LEC.