Safety culture and high reliability

Quick Safety details daily safety briefings
A daily safety briefing is one of the hallmarks of high reliability organizations (HROs), which operate under continuously trying conditions, yet have fewer than their fair share of major incidents. Safety briefings — also called safety huddles, daily check-ins or daily safety calls — are applicable to health care organizations, where they are used to give frontline staff and organization leadership the opportunity to stay informed and aware.

The latest Quick Safety details these briefings, which are short, (15-minute) stand-up meetings that can be used to:

- Share issues that occurred in the last 24 hours
- Anticipate adverse conditions or disruptions in the next 24 hours
- Review the steps taken to resolve previously identified issues or resources assigned to correct newly identified issues

Read more.

Certification

Revisions made to stroke certification programs to provide clarity, consistency
To provide clarity and consistency among its stroke certification programs for accredited hospitals, The Joint Commission identified requirements in need of revision for the Acute Stroke Ready, Primary Stroke Center, and Comprehensive Stroke Center certification programs. These revisions are editorial in nature and do not change the original intent of the requirement. They will become effective Jan. 1, 2018.

The areas of revision include:

- Moving requirements that apply to multiple programs, so they are located at the same standard and element of performance across all programs.
- Deleting redundant requirements.
- Revising requirements or adding notes for clarification.

View the prepublication standards for:

- Acute Stroke Ready Hospital
- Primary Stroke Center
- Comprehensive Stroke Center
Resources

Collection of REAL data focus of new Take 5 podcast
Racial and ethnic minorities are a large and growing part of the population, but they still struggle to gain access to equitable health care. Collecting race, ethnicity, and language (REAL) data is the first step to identifying and resolving health disparities, which improves care quality and patient satisfaction.

Ann Scott Blouin, RN, PhD, FACHE, executive vice president of Customer Relations for The Joint Commission, recently spoke about this topic in a Take 5 podcast. [5:45]

Learn how to standardize smart pump drug libraries at large hospital system during free webinar
In an upcoming free webinar from the AAMI Foundation National Coalition for Infusion Therapy Safety, Parallon Business Solutions — a subsidiary of HCA Healthcare — will demonstrate how a pharmacy director led a group of more than 13 hospitals to standardize their smart pump drug libraries.

The webinar, “A Case Study from Parallon: Improving Compliance with the Smart Pump Drug Library Across a Large Hospital System,” is scheduled for noon-1 p.m. ET on July 10. Participants will learn how to:

- Improve clinical compliance
- Engage senior leadership
- Manage crucial conversations with frontline staff
- Develop education
- Understand data from smart pumps

The featured speaker is Laura Monroe-Duprey, BS Pharm, PharmD — formerly the West Florida division director of medication safety at Parallon Business Solutions and current regional director of pharmacy at Inova Mount Vernon Hospital and Inova Alexandria Hospital.

The July 10 webinar is the second in a two-part series, with the first having been held on June 26. It featured speaker Lori Marsh, DPh, Tristar division director of medication safety, Parallon Supply Chain Solutions.

Register for the webinar. For those unable to attend, a slide presentation and recording will be available on the AAMI Foundation’s National Coalition for Infusion Therapy Safety website.

Learn strategies, approaches to better serve patients at AHA’s Leadership Summit on July 27-29
The American Hospital Association’s 25th annual Leadership Summit is scheduled for July 27-29 at the Manchester Grand Hyatt in San Diego, California. At this unique forum, health care leaders will talk about the critical issues in the health care field today and provide strategies and guidance on how to help organizations better serve their patients.

This year's summit includes:

- Eight educational tracks
- Three pre-summit workshops
- Six sunrise sessions
- New features, such as the Trustee Track and the Physician Pathway

Learn more about the Leadership Summit, including keynote speakers.

Brigham and Women’s Hospital launches hospital security awareness campaign
The act of “tailgating” or “piggybacking” — such as when a health care employee either holds a door open for an unauthorized individual into a secure area or doesn’t notice someone following behind them — has become a common security issue at hospitals all over the U.S. To educate health care personnel on this topic, Brigham and Women's Hospital has developed a security campaign on the dangers of tailgating.
As part of the campaign, Brigham and Women’s Hospital produced two videos — “Don’t Hold the Door” and “Be Aware” — highlighting worst-case scenarios related to tailgating, and created a three-step system as guidance for health care personnel to stop tailgating. Those steps are:

- Stop — Ask the person if you can help them or see if they have a hospital ID if it’s not visible.
- Challenge — If they do not have a badge or visitor ID, tell them you are not able to let them in.
- Assist — Help the person find a legitimate way to access the area.

Read more about the campaign.

Up in the blogosphere with The Joint Commission

- Quality in Nursing Center Care — Five Tips for Choosing a Nursing Home: Few decisions in life are as stressful and as personal as selecting a nursing home for a family member. Not only are there more options than ever before in history but also you will get different opinions on what your priorities should be from everyone in your circle. Learn more in a blog post written by Kimberly Clawson, MSHA, associate director of Business Development, Nursing Care Center Accreditation.
- Quality, Reliability & Leadership — Reporting Adverse Events: An Important Step Toward Establishing Learning Culture: This is the fourth in a series of posts examining the 11 tenets of safety culture discussed in the Sentinel Event Alert and accompanying infographic on safety culture. For a culture to be truly safe, organizational leadership must establish, enforce and communicate policies for reporting adverse events, close calls and unsafe conditions.

Learn more about Joint Commission Resources’ offerings online or call 877-223-6866.