

IMPROVING OUR QUALITY SAFE CULTURE

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Introduction/ Identification of the problem: A baseline Safety Culture Survey administered in our facility in 2014 yielded a rating of B- (82.5) by our staff. The low rating began us on a quest to review and improve our processes.

QI question/Purpose of the Study: 2014 Safety Culture Rating yielded an 82.5% by our employees. As a facility we decided to explore and implement ways to improve our Quality-Safe Culture with a goal to raise our Safety Culture Survey results to greater than 95%.

Methods: Administer an annual Safety Culture Survey to our employees: utilizing a 5-point scale tool. Our facility was selected as one of two surgery centers nationwide by IHI (Institute of Health Improvement) to participate in their Sustainability Study (April 2016). Implementation of facility-wide five-minute meaningful Daily Huddles with an emphasis on safety/prevention which incorporate Lean Quality problem solving techniques.

Outcomes/Results: Discussion: Safety Culture Survey results skyrocketed to 95.02 as of August 2017 a 12.52% increase.

Conclusion: Daily Safety Huddles are conducted daily in every department! Examples of safety initiatives have included infection control (Immediate Use Sterilization): Goal of zero has been reached and maintained for 18 months. **Time Out:** Peri and Intra-op RN's are conducting peer reviews of the timeout process for regional blocks and surgery. 100% compliance goal has been achieved and maintained. Patient Education Regional Blocks and Total Joints, for the past year our patients have rated us 9.92/10, thanks to our study and patients guided initiatives.

Team up! Utilize outside programs (IHI, AHRQ/HRET, CMS, CDC, WHO, PSQH), accreditation organizations (JACHO, AAAHC) websites (ASPAN, ASCA, your state) for tools and assistance. Working with IHI has been so enriching to our facility. Please allow us to teach you how to implement this program in your facility!

Implications for perianesthesia nurses and future research: The focus on safety should not remain behind the OR doors. Perianesthesia nurses play a fundamental role during patient screening, pre-op preparations, regional blocks, recovery and ensuring a safe discharge process which includes patient education. The implementation of Daily Huddles has dramatically improved our Safety Culture and departmental team work. Team members have a voice as well as defined Huddle roles. Implementing standard work has provided an avenue for employees to **speak up** on behalf of our patients and their co-workers. Employees are actively engaged in departmental and facility processes and outcomes! QI studies are more meaningful and yield continuous exceptional results.