

Solution: Patient Safety Staff Education Increases Awareness, Knowledge and Empowerment

Organization: The Johns Hopkins Hospital,
Neurosciences and Psychiatry

Type: Acute Care

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IDENTIFICATION:

The concept of patient safety, though widely emphasized throughout the organization, was viewed by staff in the context of TJC National Patient Safety Goals. Staff were being asked by leadership to identify safety issues in their work environment and had limited knowledge related to problem identification and resolution processes. Through discussion in quality improvement committees, staff identified developmental needs related to their role in advocating for and maintaining a safe patient environment.

PROCESS:

In 2005, the Neuroscience/Psychiatry Nursing Leadership in collaboration with The Johns Hopkins Hospital Center for Innovations/Safety developed a one-day workshop for interdisciplinary direct patient care staff focusing on safety theory, internal and external trends, identification of unit safety issues and safety problem resolution.

The workshop objectives include:

1. Explain the principles of the Science of Safety
2. Identify the organizational characteristics that foster a culture of safety
3. Identify behaviors that contribute to patient identification errors
4. Identify principles of Systems Thinking that create safe patient care systems
5. Identify the role of clear communication in creating safe and efficient systems – including positive and negative effect of silo management
6. Identify and discuss how safety is rewarded and discouraged in the clinical settings

SOLUTION:

The workshop presentations encourage interactive dialogue among participants to promote learning. In addition, attendees participate in a game “Friday Night in the ER” which promotes knowledge of patient movement throughout the healthcare system and interaction between healthcare staff to accommodate patient needs as well as meet the admission/discharge, etc. requirements for each setting.

Since 2005, the workshop is presented annually. The participant evaluations each year have indicated a high level of satisfaction with the program content. The evaluations also reflect a high percentage of learning objectives met.

Since 2006, the annual Neuroscience and Psychiatry Safety Attitudes Questionnaire results overall reflect continued improvement in the Teamwork, Safety, Working Conditions, and Perception of Unit Management domains of the survey instrument. These data are reviewed with staff to identify opportunities for improving safe patient care.



MPSC 2009 Annual Conference Solution Submission

The workshop evaluation data are used each year to identify new and improved methods for empowering staff to engage in identification of and problem-solving patient safety issues. The workshop discussion content and staff feedback are reviewed with departmental leadership. Action plans are developed by department leadership to assist staff in resolving safety issues identified.