Hidden Talent; Tapping into Non Licensed Personnel to Champion Patient Safety
Frederick Memorial Hospital

Program/Project Description.
Quality Metrics such as handwashing, pressure ulcers, falls, CAUTI's were not meeting our organization's goals
This was identified by inconsistent and non sustainable patterns of improvement
Baseline data supported units could excel in one specific measure, but could not create a culture of safety to support success on all measures consistently
The Goals were to consistently maintain our Nursing Sensitive Indicators (Falls Pressure Ulcers, and CAUTI's above 50th% for Nation) and increase our hand hygiene compliance to consistently maintain above 65% hospital wide.

Process.
The problem was identified and discussed in all levels of nursing meetings in conjunction with Performance Improvement
Certified Nursing Assistants, Patient Care Technicians, Housekeeping, Transportation and Dietary staff were educated and engaged in the processes and empowered to speak out regarding opportunities. Senior leadership additionally was educated on processes and supported peer-to-peer accountability and discussions around Safety Quality and Service.

Solution.
Non Licensed employees were supported as "Safety Ambassadors” and educated in monitoring Quality processes with systems developed to allow crucial conversation when opportunities presented.

Measurable Outcomes.
Those working with the Safety Ambassador have reported a significant increase in awareness of safety on the unit. A Culture of Safety survey was completed by the staff and the results increased the culture of safety survey from 56% to 80%

Sustainability.
The Patient Safety Ambassador as a Non Licensed employee was selected based on unit outcomes and their influence on positive quality outcomes at the bedside. This full time employee works 80% of their time in their existing job description and 20% as a Safety Ambassador. The Ambassadors within the organization are assigned by unit or service line and are compensated monthly as a bonus based on the quality metrics for the areas they directly impact. Since the initial Pilot with one safety ambassador impacting results on one unit, the organization has spread to 5 staff trained as our safety experts each reflecting positive outcomes within their unit's Quality measures

Role of Collaboration and Leadership.
Collaboration for this venture was immediate and accepting throughout the organization. The training of the Non licensed employee involved collaboration with our Department of Security who conducted environmental rounds with the employee and training in Life Safety Codes and Emergency Preparedness. Infection control embraced the opportunity by providing training on what "secret shoppers" are observing for handwashing, isolation techniques,and assessment of gel dispensers and accessibility. Housekeeping was shadowed to understand the concepts of cleaning and “wet times” for disinfection as well as Dietary shadowed to understand the concept of food delivery relating to isolation, infection and customer service. The Service Excellence team provided training on service recovery while our Education department provided extensive training on crucial conversations.

Contact Person  Page M Etzler
Title  Director of Professional Development
Email  petzler@fmh.org
Phone  240-566-3618