Stepping Up! To Patient Safety
Adventist Rehabilitation Hospital Maryland

Program/Project Description.
At ARHM, we needed to fix our Culture of Patient Safety. We consistently found our departments to be working in "silos" and not having interdisciplinary collaboration and/or education. We identified these opportunities through poor communication during falls, increased rapid responses, increased acute care discharges, and lack of knowledge and confidence regarding how to care for certain types of infections. The 2010 Culture of Safety Survey results identified key areas of opportunities, including: staff dissatisfaction, lack of teamwork and lack of communication among and within departments.

The goals of the Step Up! Program: to establish a process and plan for team training and competency, to provide a mechanism for growth and development, and to provide opportunities for ongoing learning to achieve continuous quality improvement. It serves as a basis for establishing training that improves communication, teamwork and competence of all hospital employees for continual improvement of the safety and quality of care provided.

A plan for measuring effectiveness of the Step Up! intervention was created to measure identified safety measures and outcomes improvement (HAI, CA-UTI, hand hygiene, critical medication errors, etc), as well as to target outcome ranges and employee and patient satisfaction scores (Press Ganey, Gallup employee survey and Culture of Safety survey), and to provide data for continual monitoring and evaluation.

Process.
Through the PDCA process, it was determined that we needed improvement in several key areas that were affecting patient safety. ARHM thus sent a team to become trained in the TEAM STEPPS methodology in order to be able to incorporate concepts from this program into our organization to improve patient safety.

Solution.
A monthly hour long in-service titled "Step Up!" was created to provide ongoing training and education on key concepts that affect patient safety. A pilot was started in March 2010 for 4 months to introduce these concepts to all staff. In July 2010, the program became official and mandatory for all ARHM employees, including physicians.

Measurable Outcomes.
100% of staff are currently attending by either physical attendance or self-learning modules. This monthly in-service has exposed all staff to the expectation of a culture of patient safety.

Sustainability.
In partnership with hospital administration, monthly in-service attendance is monitored, tracked and incorporated into each employees’ annual performance evaluation.
All patient safety initiatives are monitored monthly via Step Up! classes per employee feedback/evaluation.

Role of Collaboration and Leadership.
Leadership and management, in collaboration with the Quality, Education and Risk Department and the Patient Safety Team, come together each month to present and prepare the presentations and topics. Managers ensure that staff can attend and schedules allow attendance. New initiatives that are introduced through monthly Step Up! are able to be rolled out house-wide to all clinical and non-clinical staff.

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