

HIGH RELIABILITY SAFETY & QUALITY SESSION 2 Tuesday 7th June

Richard Brill Elements of a high quality PICU

- Accountable Leaders with Vision and a Plan to execute the vision
- The use of multi-disciplinary teams that function as a Team, including mutual respect among team members
- Clear outcome measures which include process measures
- High reliability thinking
- Senior hospital leaders support

Catherine Allan Creating a Culture of Safety Through Innovative Design

Catherine Allan is Clinical Director of Boston Children's Hospital Simulator Program and Medical Director of the Cardiac Intensive Care Unit at Boston Children's Hospital. Her academic work centers around the use of Simulation to improve patient safety.

Traditional applications of simulation focus on promoting patient safety through educational interventions related to clinical skills and teamwork. However, there is a growing trend towards the use of simulation to detect and remediate threats to patient safety related to systems: hospital processes, protocols, and environments. The use of simulation to detect threats in new hospital environments prior to occupation is well described. However, safety threats, inefficiencies, and suboptimal design when detected post-construction and be costly to remediate or may involve inefficient work-arounds. Dr. Allan's current work explores the utility of simulation to guide the early design of healthcare facilities in order to prevent latent threats before detailed facility design and construction occur.

Andrew Argent How can / should standards of care be adjusted to cope with extreme situations?

- Planning for a surge in capacity – are the plans realistic?
- People need to be accountable for when there is an adverse event when the system can no longer work
- There is a need to plan for events that may occur & staff to know what is expected of them. So think through before hand. Afterwards debrief
- Standards of care need to be maintained
- Make it explicit
- Ensure appropriate people are included

Mavilde Pedreira Getting the job done well: Implementation Science

- Implementation science means using a systematic method
- Many models and frameworks are available to inform
- The example used is PARIHS
- Behavioural determinants of hand hygiene compliance: Using a questionnaire we identified that perceived social pressure was important so that the leader practicing hand washing was important.
- Another example was using ultrasound for vascular access. The technique was used first by a small number of nurses (24) and this increased to 750 nurses. Barriers & facilitators identified & informed implementation techniques: 1 year educating, publishing information in Portuguese, change protocol. Key is look at the multi-dimensions of a problem.

Mary Jo Grant The nitty gritty: what works to improve safety and what doesn't

Key points are:

Need a culture of safety, active surveillance, routine self assessment, standardized reporting systems, medication reconciliation, error prevention techniques: ARCC (ask a question, request a change, voice a concern, use the chain of command to escalate care), standardized hand offs (IPASS, SBAR, Repeat backs & read backs, STOP & RESOLVE (use critical thinking, have a questioning attitude, ask clarifying questions), STAR