# Component 2: The Culture of Health Care

Unit 9: Sociotechnical Aspects:
Clinicians and Technology
Lecture 2

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# Patient Safety Goals

- The National Patient Safety Goals (NPSGs)
  - Promoted by the Joint Commission
  - Set of regulations addressing safety issues including:
    - Infections by antibiotic-resistant microorganisms
    - Catheter-related bloodstream infections (CRBSIs)
    - Surgical site infections (SSIs)

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# Improving Patient Safety By Implementing A Do Not Use List

- In 2001, The Joint Commission issued a Sentinel Event Alert on the subject of medical abbreviations
- In 2002 approved a National Patient Safety Goal requiring accredited organizations to develop and implement a "do not use" list of abbreviations
- In 2004 The Joint Commission created its "do not use" list as part of the requirements
- In 2010, NPSG.02.02.01 was integrated into the Joint Commission Information Management standards

## Infection Control As A Patient Safety Measure

- Examples of methodologies used to control infection in the inpatient setting
  - Hand hygiene
  - Immunizing healthcare professionals
  - Using antibiotics appropriately
  - Identifying and isolating patients with infectious pathogens
  - Revising training, competency assessments
  - Using safer medications

## Universal Protocol For Preventing Patient Harm During Surgery

- In 2003, the Joint Commission approved the Universal Protocol for Preventing Wrong Site, Wrong Procedure and Wrong Person Surgery
- Since 2004, protocol required for all accredited facilities
- Components of Universal Protocol:
  - Conducting a pre-procedure patient/site verification process
  - Marking the procedure site
  - Performing a pre-procedure time-out

## Other Promoters Of Patient Safety

- Patient safety promoted by organizations
- Example: Leapfrog Group – voluntary program initiated by large employers and organizations of purchasers
- Leapfrog Initiatives include the Leapfrog Hospital Survey

## Some Leapfrog Members

### Employers

- The Boeing Company
- Chrysler
- FedEx Corporation
- General Motors Corporation
- Goodwill Industries Central IN
- IBM
- Intel Corporation
- Lockheed Martin
- Maine State Employee Health Commission
- Motorola, Inc.
- Ohio Public Employees Retirement System
- Sprint
- Toyota
- UPS
- United Technologies Corporation

### Organizations of Purchasers

- Colorado Business Group on Health
- Indiana Employers Quality Health Alliance
- Iowa Buyers Health Alliance
- Lehigh Valley Business Coalition on Health
- Las Vegas Health Services Coalition
- Maine Health Management Coalition
- Massachusetts Healthcare Purchaser Group
- Nevada Health Care Coalition
- New Hampshire Purchasers Group on Health
- New Jersey Health Care Quality Institute
- New York Business Group on Health
- Niagara Health Quality Coalition
- Pacific Business Group on Health
- Savannah Business Group on Health
- South Carolina Business Coalition on Health

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## Other Promoters Of Patient Safety

- Nonprofit organizations
- Example: National Quality Forum (NQF)
- Goals:
  - Sets national priorities and goals
  - Endorses national consensus standards
  - Promotes the attainment of national goals

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## Other Promoters Of Patient Safety

- Consumer organizations
- Example: Consumer Reports
- Rates hospitals, cardiac surgical groups, treatments, natural medicines
- Multiple methodologies for rating
  - Performance data
  - Patient ratings

# Patient Ratings Of Hospitals

- HCAHPS questions ask about:
  - Communication
  - Pain control
  - Assistance
  - Cleanliness and quietness
  - Medication and discharge information
  - Whether the patient would recommend the hospital to family and friends
  - The patient's overall rating of their experience