Slide 1

Component 2: The Culture of
Health Care

Unit 9- Sociotechnical Aspects:
Clinicians and Technology
Lecture b: Patient Safety

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Slide 2

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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Slide 3

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

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Slide 4

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

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Slide 5

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

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Slide 6

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

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Slide 7

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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Slide 8

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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Slide 9

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

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Slide 10

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

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