

How to Invigorate Your Safety Culture

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Learning Objectives



- Discuss strategies for invigorating your safety culture
- Describe methods to enhance team member engagement in a comprehensive system plan

Background



- Pandemic eroded advances in Safety Culture:
- 16% decrease - event reporting
- 29% decrease - safety catch reporting
- 25% increase - HAI
- 1% increase - mortality
- Decreased Team Member & Provider perception of safety

Interventions

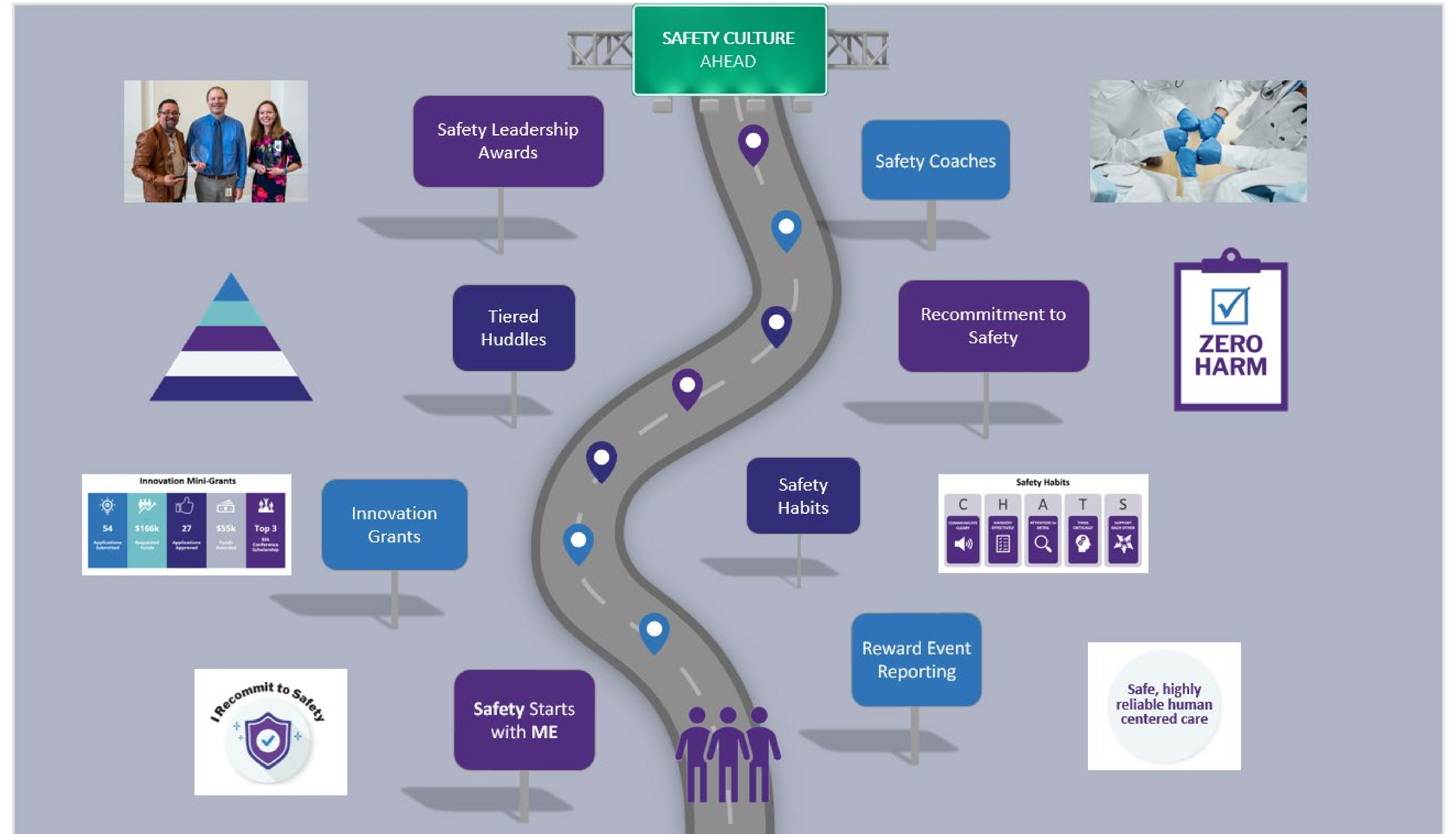


- Established quality imperative – *“Invigorate Safety Culture”*
- Set quality team share goal – 5% increase in event reporting
- Launched system-wide interdisciplinary Safety Invigoration Charter
- Developed comprehensive plan
- Innovation Mini-Grants
- Board declaration: *Recommitment to Safety*
- Inaugural *Salus Luminare Awards*: 3 safety leaders; physician, leader, and team member

Outcomes



- **64% increase** - safety catch reporting
- **120% increase** - physician event reporting
- **5% decrease** - Hospital Acquired Infections
- **\$56k innovation mini-grants** funded
- Improvement in *Engagement & Safety Culture survey results*



Key Takeaways



- Messaging from Chief Quality Officer and Leadership is critical.
- Utilize patient facing focus groups to inform the interventions/initiatives.
- *Communication, communication, communication*

Lessons Learned



- Plan more timing between initiatives.
- Communicate the plan early and often, especially with teams supporting the work.
- Buckle up and stay the course..... It's a long ride!

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ECU Health's High Reliability and Zero Harm Journey

2006 – 2009

Board endorsed safety and reliability strategy
Adopted Safety Habits and Error Prevention Tools (BBES) and Leader Methods for Reliability
Implemented Safety Coach Program

2010 - 2014

Board adopted zero harm goal
Advanced story telling
Appointed Patient Family Advisor to the Board
Rebranded Safety Habits as CHATS

2015 - 2020

Adopted safety as a core value
Integration and alignment with OX – Cultural
Transformation Theory
HRO Leadership Development Course

2021 - 2023

Invigorate Safety Culture
Incorporated Emotional Harm into event classification system
Interconnecting Safety and Engagement
Focus on Physician and Team Member Psychological Safety

Safety Invigoration Roadmap

Safety Starts With ME

