

2023 VIZIENT CONNECTIONS SUMMIT

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SEPT. 18–21, 2023
WYNN, LAS VEGAS

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Improving Engagement Through a Safety Strategy

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Panelists

Amanda Vicchrilli, BSN, RN, Leadership Shared Leader

Mouna Ayoub Bahsoun, RN, BSN, MSHCQ, CPPS, CPHQ

Nurse Excellence Director

Intermountain Health – LDS Hospital



Dani Howard, MHA, Clinical Operations Manager, High Reliability

Julie Wright, RN, MSNEd, CPHRM, High Reliability Operations Director

Shane D. Lewis, MD, FACS, Senior Medical Director, High Reliability

Intermountain Health, Clinical Excellence

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Learning Objectives

- Discuss leadership methods that can be used to build trust, increase psychological safety and improve workforce engagement.
- Identify key strategies to manage risk and increase patient safety and reliability.

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Improving Engagement through a Safety Strategy

Amanda Vicchrilli, BSN, RN

Leadership Shared Leader

Mouna Ayoub Bahsoun, RN, BSN, MSHCQ, CPPS, CPHQ

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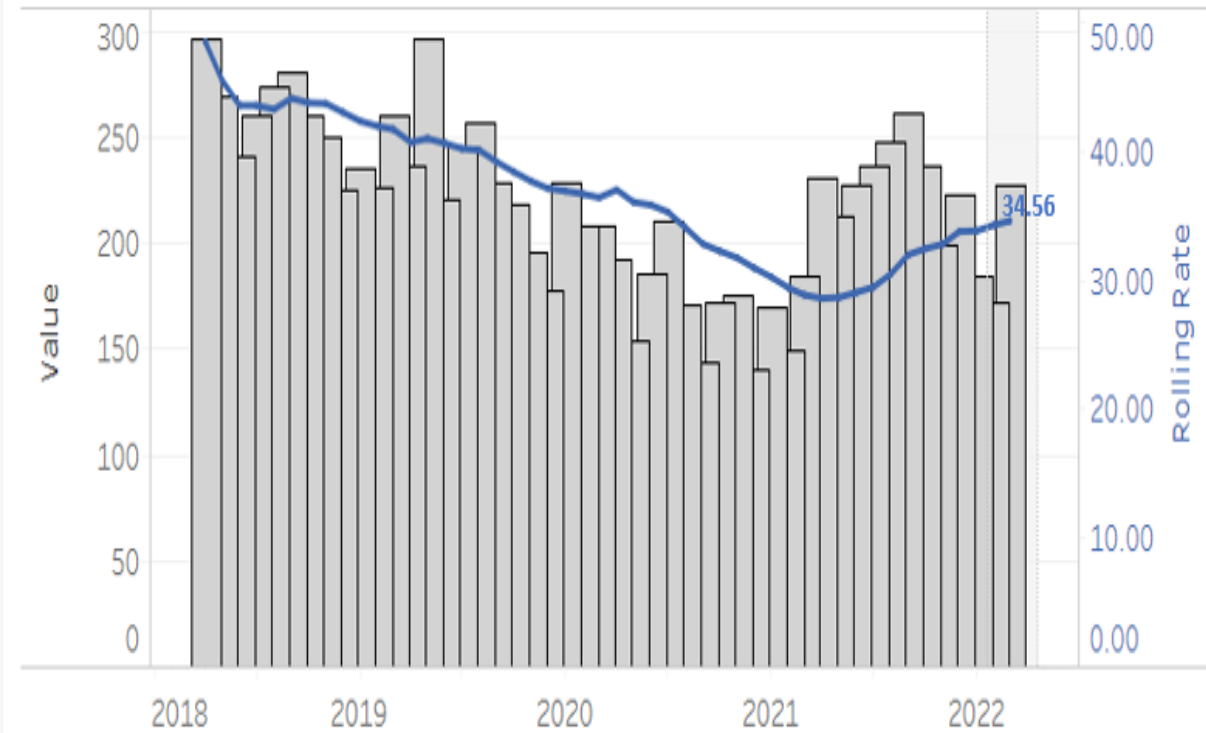
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Initial Assessment

Unit Number	SSE count	Culture of Safety	CLABSI	CAUTI	C.Diff	MRSA
1	5	3.52	1	4	1	2
2	3	3.77				
3	3	3.39	1	0	3	
4	2	n too low				
5	2	3.56				
6	2	3.18				
7	2	3.5				
8	1	3.92	14	2	12	
9	1	4				
10	1	4.15				
11	1	3.73				
12	1	3.95				
13	1	3.88				
14	1	3.88	2	1	2	2
15	0	2.83	1			
16	0	3.35				
17	0	3.38				

Mapping of Safety Indicators Across Units



Hospital-level Event Reporting Rolling Rate

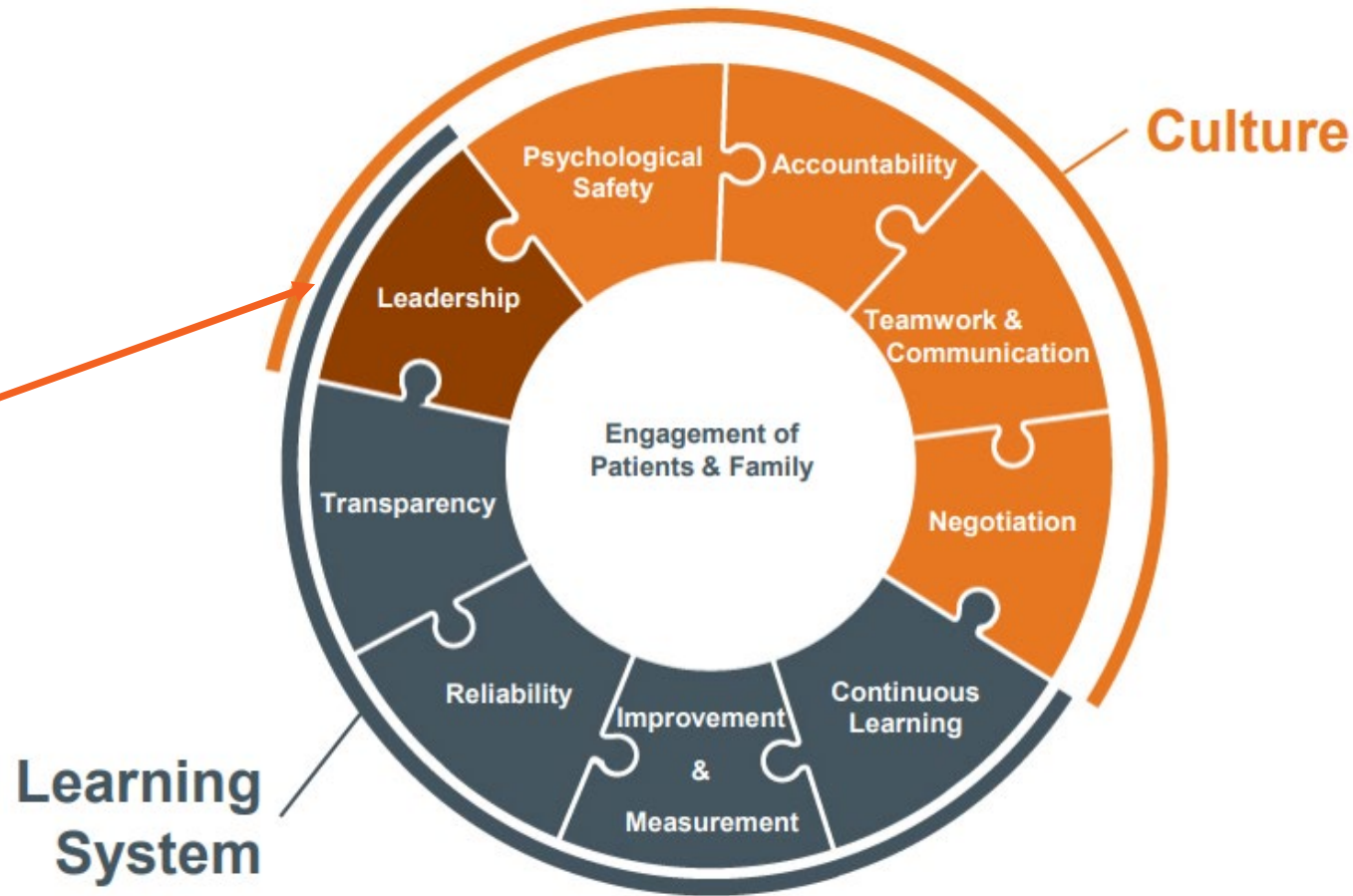
Intermountain Health - LDSH corroborated findings January 2018 – April 2022 (unpublished data)

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Framework for Safe, Reliable, and Effective Care

The Starting Point



Frankel A, Haraden C, Federico F, Lenoci-Edwards J. *A Framework for Safe, Reliable, and Effective Care*. White Paper. Boston, MA: Institute for Healthcare Improvement and Safe & Reliable Healthcare; 2017. [ihl.org/PtSafetyWhitePaper](https://www.ihl.org/PtSafetyWhitePaper)



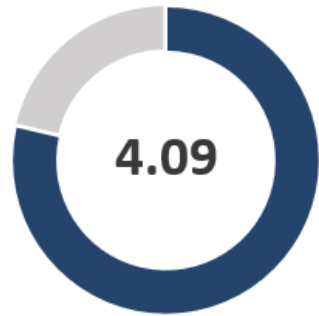
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Engagement Results

Safety Culture

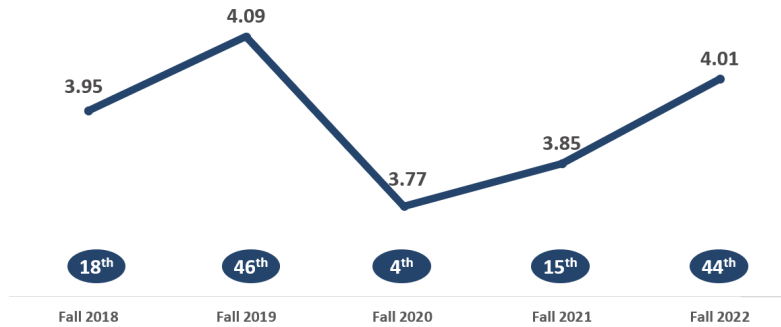
Evaluation of attitudes and behaviors impacting patient and workplace safety



4.09

+0.13 vs. Natl HC
-0.01 vs. Overall
+0.16 vs. 2021

LDS Caregiver Engagement Trend



	2022	vs. Natl HC	vs. 2021
Prevention & Reporting	4.26	+0.15	+0.13

Intermountain Health - LDSH corroborated findings in January 2023 (unpublished data)

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Lessons Learned

- Leadership vision and continuous support
- Involvement of bedside staff in championing the safety work: Peer support and role modeling
- Variety of venues for transparency and learning
- Strategic alignment with the system approach
- Adoption of standardized methods for event management

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A Framework for Safety Culture Improvement Through Human Centered Event Management

Dani Howard, MHA, Clinical Operations Manager, High Reliability

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Human Centered Event Management Framework

In the spirit of **caring** and **learning** for our patients, families, and caregivers



Safety Pause &
Debrief



Patient & Caregiver
Support



Capture What
Went Well



Identify Equity
Concerns



Identify Learning
Opportunities



Action Plan & Community
Partnerships

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Words Matter- Caring & Learning

Meeting Objectives:



Caring

What do our patients, their loved ones, and our caregivers need?



Learning

Is there any immediate mitigation needed to keep our patients and caregivers safe?
Did our processes break down?
What learning opportunities do we have?



We express our gratitude to you all for your support of this work



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Scripting Critical Moves



CARING	
How is the patient/family?	
How are the involved caregivers?	
What support is needed?	
Additional Comments/Needs:	

LEARNING

Given this patient/families background did they have an equitable opportunity for a good outcome or experience? Factors may include: preferred language, physical and/or hearing ability, gender identity or sexual orientation, cultural difference, race or ethnicity, education level or socioeconomic status.

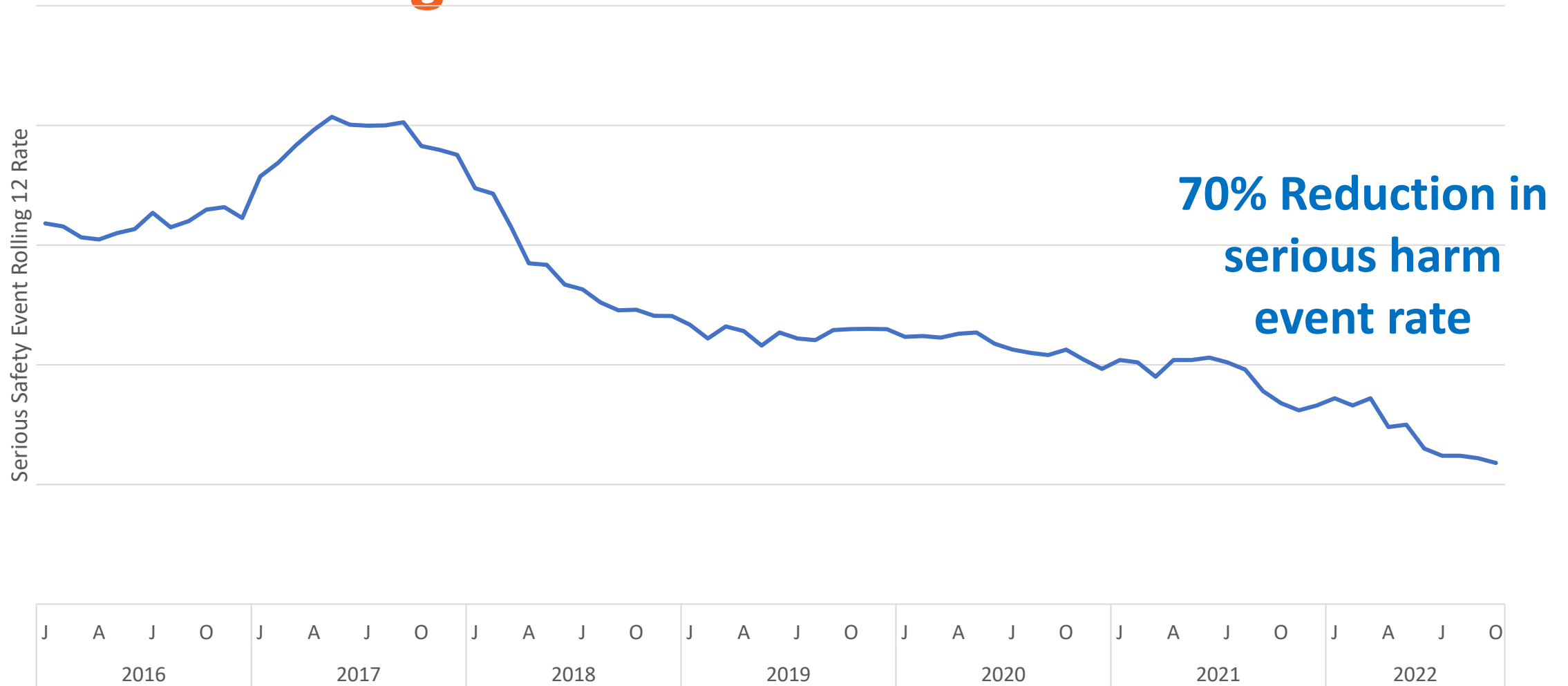
• What went well with this case?	
• Were there any environmental or staffing issues that played a role in this event?	
• Did any of our processes break down?	
• What learning opportunities do we have?	
Local Executive Sponsor:	
System Executive Sponsor:	

Intermountain Health, Rapid Event Investigation Template, (unpublished document 2023)

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Is This Working?



Intermountain Health corroborated findings in February 2023 (unpublished data)

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Expanding to Our Communities: Fatality Review

- Suicide
- Domestic Violence
- Opioid

- Community Health Partners
- Medical Examiner's Office
- Local Hospital Leaders

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Lessons Learned

- Words matter- what you say and the order you say them will impact transparency
- Just in time coaching with leaders is critical
- Using a consistent framework fosters trust and keeps discussions on target
- Celebrate and learn from what went well

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Key Takeaways

- Assess your leadership team's messaging and role modeling of safety and high reliability
- Identify mentorship and coaching opportunities on safety and high reliability for your middle-managers
- Evaluate how and when is information communicated with your staff
- Intentional caring for involved caregivers prior to investigative questions improves learning from safety events
- Expanding learning through community partnerships can accelerate and help sustain meaningful change

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Questions?



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