

Revolutionizing Patient Safety: Real-Time Data, Leadership and Efficiency

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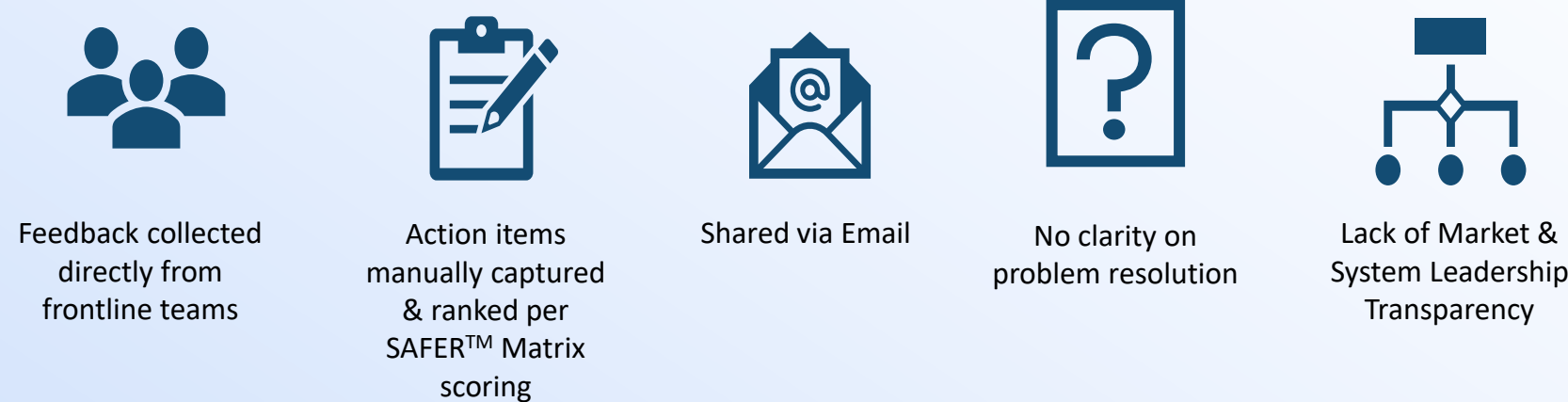
LEARNING OBJECTIVES

1. Discuss how integrating leadership engagement, automated tracking and prioritization tools enhances accountability, streamlines processes and improves patient safety outcomes.
2. Identify key components of a centralized digital system that can be adapted to enhance safety culture and operational effectiveness.

BACKGROUND

In many hospitals, fragmented patient safety rounds cause delays, missed follow-ups, and inconsistent data, compromising safety and hindering leadership from identifying trends and prioritizing risks. To address this, our hospital implemented a centralized digital system in October 2023 to streamline documentation, tracking, and resolution of safety concerns.

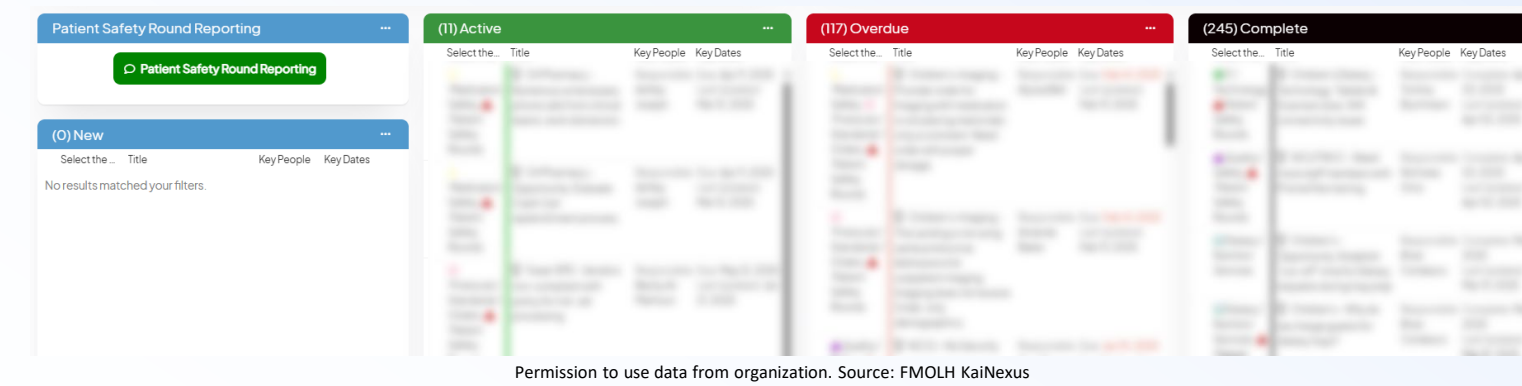
Initial Process



INTERVENTION DETAIL

A team from various departments starts each session by asking how to remove barriers to care and improve safety. Real-time documentation is entered into a digital platform, and suggestions are placed on a SAFER™¹ Matrix. Leaders then assess the severity and scope of issues, and timelines for resolution are set based on severity, with quick interventions completed within a week.

Dashboard: Kanban Visual Indicator

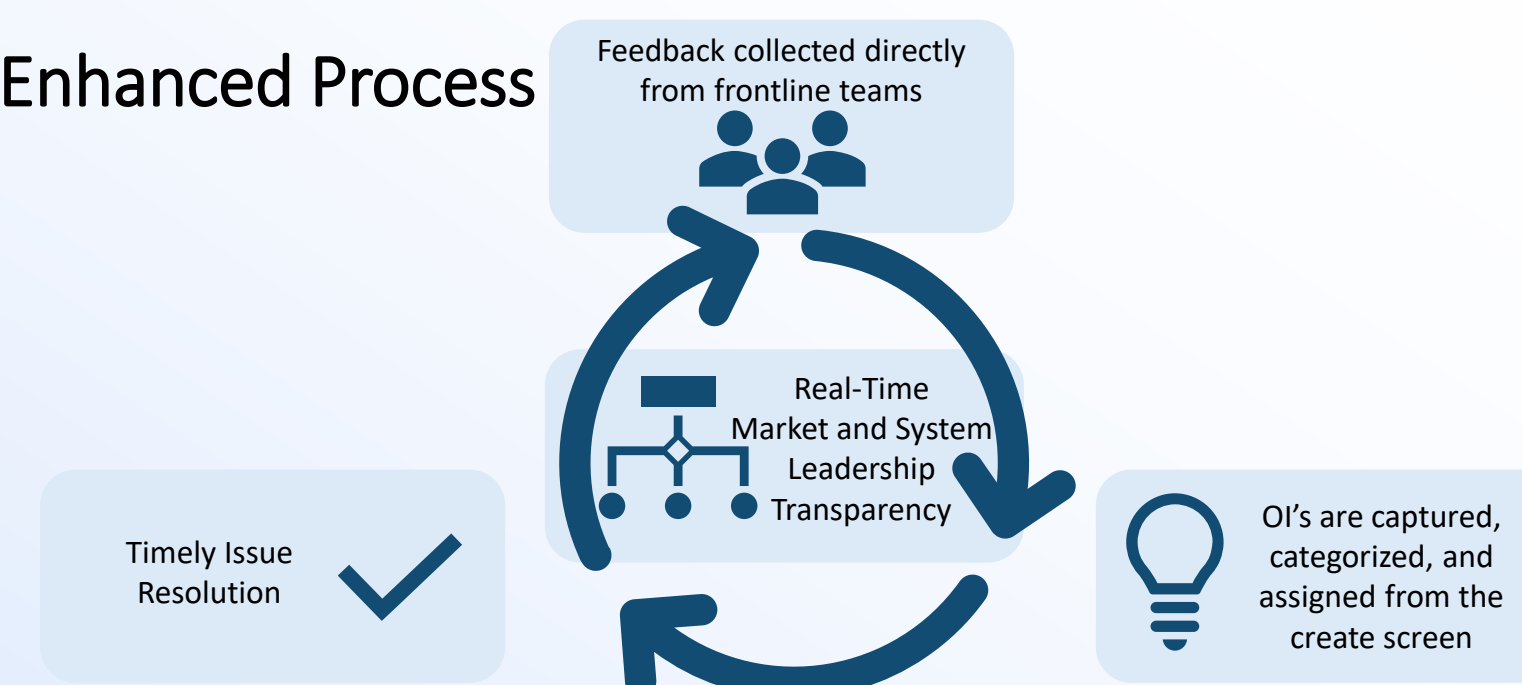


Dashboard: SAFER™ Matrix



Leaders provide closed-loop communication to units, resulting in faster issue resolution and continuous safety improvements. The system empowers staff to report concerns, reinforces leadership oversight, and drives measurable improvements in safety and operations. Direct engagement of C-suite leaders with bedside teams ensures accountability and responsiveness, making safety a shared priority across the organization.

Enhanced Process

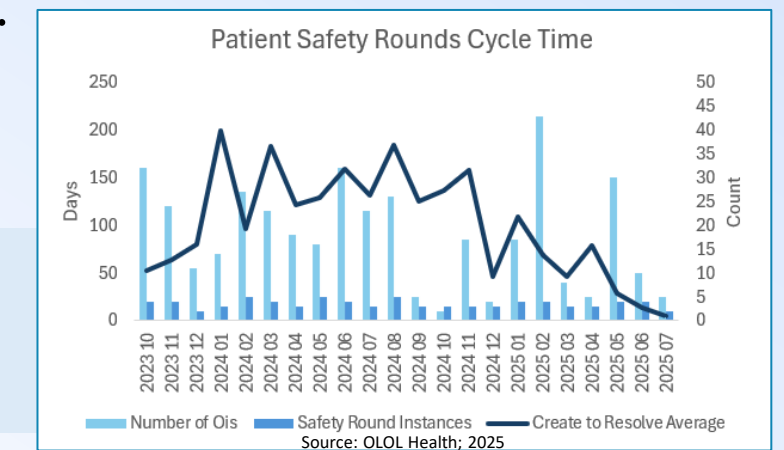


IMPACT & OUTCOMES

Since October 2023, our hospital has recorded 497 safety concerns, improving transparency and accountability. With a 79% resolution rate and an average cycle time of 105 days, 54% of resolved issues led to tangible improvements, saving 11,645 hours and \$164,418. The system ensures active monitoring of unresolved issues, reinforcing accountability. This initiative has transformed our safety culture by fostering direct engagement between C-suite leaders and bedside teams, streamlining supply ordering, reducing inefficiencies, and improving resource allocation.

Impact

1. Automated Tracking
Visual Management
SAFER™ Matrix Prioritization
2. Streamlined supply ordering processes for frontline clinicians
Enhanced specimen labeling accuracy in the ED & OR
3. 79% Resolution Rate
105 Day Average Cycle Time
4. Strengthened Hospital Safety Culture



The initiative's success has extended beyond our hospital, with other facilities within the Franciscan Missionaries of Our Lady Health System adopting it.

KEY TAKEAWAYS

To transform patient safety rounds into a real-time, data-driven process with measurable outcomes, engage leadership at the front line, use digital documentation, adopt a standard risk framework like the SAFER™ Matrix, ensure closed-loop communication, streamline everyday workflows, increase visibility of safety concerns, and empower staff to speak openly.

REFERENCES

1. "Safer Matrix Scoring Process Fact Sheet." *The Joint Commission*, 2025, www.jointcommission.org/resources/news-and-multimedia/fact-sheets/facts-about-safer-matrix-scoring-process/. Accessed February 12, 2025.

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