SafeStart & Patient Safety

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30 Years
Brief review of current Patient Safety Initiatives & a look at **SafeStart Healthcare** focusing on the Human Side of Safety
Why Patient Safety?

• Identified as an issue in the report “To Err is Human”, 1999

• Canadian Adverse Events Study by Baker & Norton, 2004

• These studies and others in Australia & the UK evaluated incidents affecting healthcare consumers

• Healthcare is an extremely complex, ever-changing process and sometimes patients are inadvertently harmed
Traditional Culture in many organizations

• Blaming and shaming
• Previously when an incident occurred: tendency had been to ‘Hide & Blame’
• Healthcare workers were expected to be perfect, different from the rest of society
• This focus denies the reality that making errors and mistakes is the process by which we learn
Steps to protecting Patient Safety...

- Focus on improving systems
- Development of alarms and other devices to prevent errors
- Executive Walk Arounds
- Site Marking & Time-outs prior to surgical procedures
- Safer Healthcare Now – 6 initiatives
Safer Healthcare Now!

• AMI: Improve care for Acute Myocardial Infarctions
• CLI: Prevent Central Line Infections
• MedRec: Prevent Adverse Drug Events with Drug Reconciliation
• Rapid Response Teams
• SSI: Prevention of Surgical-Site Infections
• VAP: Prevention of Ventilator-Associated Pneumonia
more Patient Safety Initiatives…

- Computerized Physician Order Entry System
- Encouraging a non-punitive environment
- Independent Double-Check
- Safe-Catch/Near-Miss Reporting
- Dedicated Nurse for Medication-Dispensing
- Training on Root Cause Analysis
- FMEA: Failure Mode & Effects Analysis
- Focus on Open Disclosure Policies/Training
- others…
Increased focus on Employee Training

- Front-line workers benefit from additional support and training so they can respond effectively to stresses in the healthcare environment
- Trying to ‘be careful’ is not enough
- Employees need tools to prevent errors
SafeStart Healthcare:

• Uses the proven ‘SafeStart’ techniques for error-reduction
• Teaches employees how to prevent errors in the healthcare environment, where systems have not been or can not be put in place to eliminate errors
• Focus on ‘Learn & Prevent’
SafeStart Advanced Awareness Training

- Written 7 years ago by Electrolab VP: Larry Wilson
- Designed to improve Employee Safety in Industrial, Petro-Chemical & Manufacturing Sectors
- Teaches workers error-reduction techniques
- Increases employee buy-in to ‘Safety’
- Culture Improves
- Over one million people trained, in 8 languages
Original SafeStart

- Teaches Employees how to reduce errors
- Reduces personal injuries
- Works on-the-job and off-the-job

- Used successfully to reduce employee injuries in these Canadian Healthcare facilities:
  - Nipigon Regional Hospital, ON
  - Five Hills Health Region, Moose Jaw, SK
  - Saskatoon Regional Health Authority, implementation in process, started Oct. 2005
Goals of SafeStart Healthcare

• Bring Patient Safety to the next level
• Prevent incidents that impact on patients
• Help people improve their own personal safety and reduce injuries
• Improve teamwork & communication
• Empower people to bring forward concerns and report near-misses
• Give people real tools they can use everyday
SafeStart Healthcare Training

- Address Human Factors
- Provide a new avenue to prevent Medical errors and Patient Injuries
- Lower costs to healthcare organizations by improving quality and employee health & safety
SafeStart Healthcare

Uses a variety of situations we can relate to, to show the relationship between our state of mind, and errors that occur.
Stop Sign
Sources of Unexpected

Self - own actions cause or contribute to incident/injury.

Other People - someone else’s behavior causes or contributes to incident/injury.

Events - something unexpected happens without you or someone else involved (e.g. machine or alarm malfunctions; traffic lights start working incorrectly; coupling fails; hose bursts; etc.)
States cause errors

**States**
- Rushing
- Frustration
- Fatigue
- Complacency

**Critical Errors**
- Eyes Not On Task
- Mind Not On Task
- Line-Of-Fire
- Balance/Traction/Grip

[SAFESTART™ HealthCare]
SafeStart

Teaches participants

• How errors occur
• How to control behaviours that lead to errors
• Think about habits
• Analyze close calls, near misses
SafeStart Healthcare

Designed to have

- Universal Application
- Blend with other initiatives
- Work for all departments
- Provide a Common Language
- Change the way people
  - Think
  - Respond
A Culture of Safety

Focuses primarily on the person

• Empowers & encourages ownership
• Teaches “We are in control of our responses to situations”
• Provides techniques to do this
SafeStart uses...

- Personal Situations / Reflective Learning
- Close Call analysis
- ‘Self triggering’ Techniques
- Storytelling
- Content over time
- Improving habits
- Observing
- Coaching each other
SafeStart Healthcare

- Facilitator lead
- Participant exercises
- Observation of self & others
- Five Units / Five Weekly Sessions
- 1½ - 2 Hour Sessions

**Video Scenarios:**
- 60% Patient Safety
- 40%: Employee Safety, On-the-Job; Off-the-job; Loss to Facility
Typical Training Session

- Table Group Discussions
- Lecture
- Workbook exercises
- Real-life situations / Story-telling
- Sharing of peer & self-observations since last meeting

- Interactive exercises
- Video scenarios *combination of work & non-work scenes*
- Chance to reflect on concepts before next training session
SafeStart Train the Trainer

2 days of Training with SafeStart Consultant

4 sets of Training Materials:
- Leader’s Guides - 6-part package includes Power Point Presentation
- Videos - 5 tapes or DVDs
- Employee workbooks - set of 5, 1 per unit
  One set required for each employee
- Management sessions are also available
SafeStart Healthcare Leader’s Guide

- Set of five complete Guides
- Successful Facilitation Guide
- Speaker Notes
- Interactive Group Exercises
- Power Point Slides
- Posters in PDF format
SafeStart Healthcare Employee Materials

- Set of Five Workbooks per Student
- SafeStart Definition Card
- Critical Error Reduction Technique Card
- Pad of Observation Cards
- Completion Certificate
- Optional Take Home Package
Implementation Plan

Collect Data Prior to Training:
• Patient Safety/Incident Statistics
• Employee Accident Statistics
• Employee Survey; Cultural Assessment

After 3 months:
Review above data plus
• Employee Post-Test
• SafeStart Observation cards

Compare results
Which Departments?

• Focus on areas where risk is greater
• Don’t select a unit where there are numerous issues at present that might challenge the success of the process
• Train complete nursing units so team members can support each other, using ‘Common Language’
Beta Sites

- St. Elizabeth Health Center, Youngstown, Ohio (550 beds)
- Athens-Limestone Hospital, Athens, Alabama (101 beds)
- Medical City Dallas/North Texas Hospital for Children, Dallas, Texas (598 beds)
- Cabell Huntington Hospital, Huntington, West Virginia (300 beds)
- Baylor Medical Center, Grapevine, Texas (100 beds)
Case Study #1

• 150-bed facility: laboratory

Results

• 40% reduction in errors attributed to human errors
• 27% total decline in incidents
• Improved discussions related to patient safety issues
• Positive change in culture reported
Case Study #2

**Athens Limestone Hospital**

- 100-bed facility
- Implemented throughout facility
- Employees felt more keenly aware of safety issues
- Promoted better teamwork
- Gave them control over daily situations
- Reduced Lost Time Accidents to zero
Implementing **SafeStart**

The Benefits

- Increase Close Call/Near Miss Reporting
- Decrease Major Incidents
- Create a Culture of Safety
- Develop a Sense of Team
- Lower Employee Injuries: on-the-job, off-the-job and thereby reduce costs from staffing issues and compensation claims
- Reduce Loss to the organization
What are people saying ...

- “SafeStart Healthcare isn’t a new policy, procedure or process, it’s a state of mind. A new way of thinking.”
- “SafeStart Healthcare allows us to demonstrate to our employees that we care about their own safety.”
- “SafeStart Healthcare encourages employees to actively think about habits that may cause errors to occur.”
- “SafeStart Healthcare focuses on individual awareness and control. This program empowers employees to take responsibility for their own safety and that of their patients.”
SafeStart Healthcare

Creating an atmosphere where Safety is a habit