

# Enhancing Patient Safety: An Inpatient Psychiatry Project

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Observation checks are:

- ✓ Interactions between patients and health care staff.
- ✓ Gauge emotional, physical & cognitive safety.
- ✓ They occur at 15, 30 or 60 minutes during the stay.

**(1) GOAL:**

- ✓ Quality Improvement project to transition 15 minute observation checks from Protective Services to nursing staff.
- ✓ Redesign & improve the observation check process.
- ✓ Enhance safety of patients.

**(2) EXPLORE:**

- ✓ Initiated working group.
- ✓ Day in the Life of Study (DILO).
- ✓ Brainstorming sessions.
- ✓ Data collection & staff interviews.

**ROOT CAUSES IDENTIFIED:**

- (1) Redesign of observation process.
- (2) Manage workload.

**(3) IMPROVE:**

- ✓ Improvements to workflow for staff.
- ✓ Forms were optimized.
- ✓ Job descriptions created.
- ✓ Education for staff.
- ✓ Enhanced communication methods.

**(6) SUSTAIN:**

- ✓ Evaluation plan implemented to monitor ongoing progress of observation checks.
- ✓ Safety enhancements continue through Safety Action Team meetings.

**(5) LEARNINGS:**

- ✓ Involve Patient Advisor & family focus groups.
- ✓ PROSCI Change Management techniques helped maintain timelines.
- ✓ Utilization of AHS reporting systems to gather data and sustain change.
- ✓ Increased use of Educators.

**(4) OUTCOME:**

**OBSERVATION CHECK COMPLETION RATES**

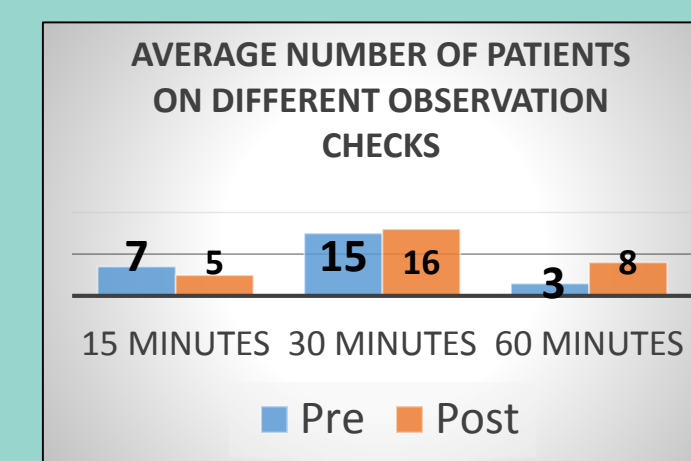
Interval	Pre-project	Post-project
15 Minute	0%*	98%
30 Minute	67%	90%
60 Minute	53%	91%

EVERY OBSERVATION CHECK TELLS A PATIENT STORY!

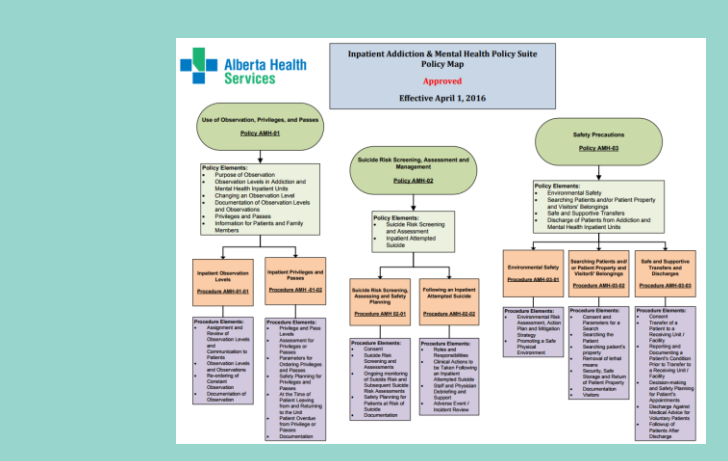
Medicine Hat Regional Hospital



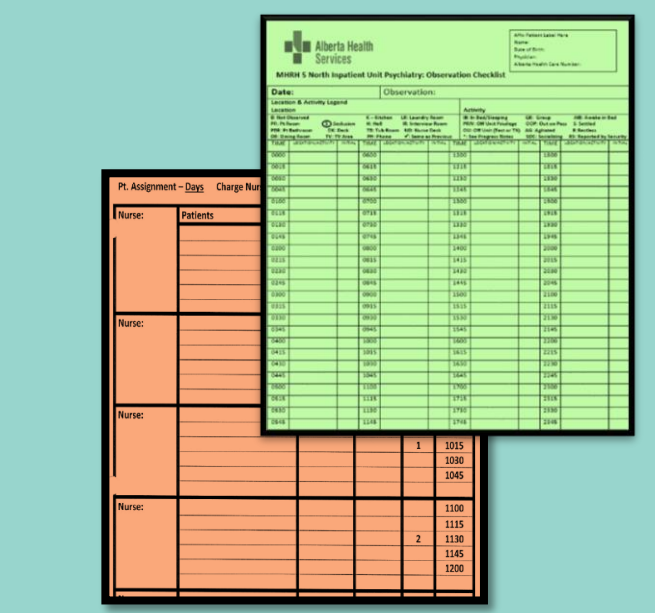
Watch our final report out: [goo.gl/RL9GoZ](http://goo.gl/RL9GoZ)



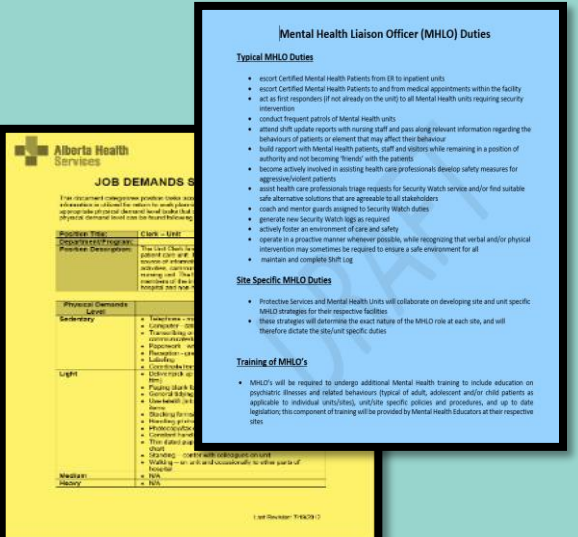
Data collected through various stages of the project



The Inpatient Addiction & Mental Health Policy Suite was used to guide the project



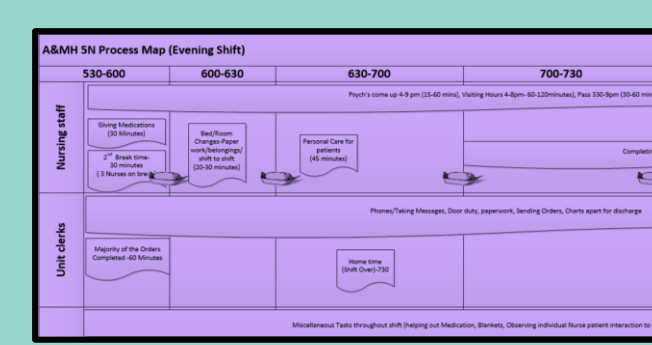
Forms optimized & improved



Job descriptions created for various teams



Multiple report outs to discuss project progress



Day In The Life Of (DILO) studies

## Acknowledgements:

(a) Primary Sponsors: Trevor Inaba (b) Internal/External Site Support: Jane De Klerk, Ray Desharnais, Dana Norris, Robert Cole, Debbie Vass, Psychiatrists, Chinook Regional Hospital Inpatient Psychiatry (c) Quality & Health Care Improvement: Tysen Heller, Laura Schattle-Weiss (d) Observation Working Group Members: Inpatient Psychiatric RN's, LPN's, Unit Clerks, & Protective Services (e) Graphic Design: Angela Duren, Kristin Hobson

## References:

(a) Background template source :-www.freepik.com (b) Photo Courtesy of Medicine Hat Regional Hospital Inpatient Psychiatry unit. (Nurses: Shelley Baker & Natalie Fourrier) (c) AHS Inpatient Addiction & Mental Health Policy Suite map source: AHS insite (d) Use of Observation, Privileges and Passes policy AMH-01 source: AHS insite