

Safety in action

Spring 2018 Newsletter



North American effort to reduce patient harm comes to Alberta

The Alberta Children's Hospital and the Stollery Children's Hospital have joined the Solutions for Patient Safety (SPS) Network, a network of children's hospitals across North America that are working together to eliminate serious harm across all children's hospitals. The shared goal: achieve zero harm by embracing a culture of safety and putting patients and families first.

Under the AHS program name *Safest Together*, the two Albertan children's hospitals will be working together through a series of implementation phases that allow us to learn from other SPS institutions using an *all teach, all learn* approach.

Much of this work will involve the concept of *prevention bundles* — small interventions that, when reliably used together, can have a major impact in preventing harm.

As part of this transformational program, the Stollery and ACH will be undertaking the following:

- Introduction of prevention bundles for HACs (see sidebar).
- Regular reviews to measure the use of specific interventions and processes.
- Monthly reporting to SPS on process and outcome data.
- Participation in the Culture Wave, a series of workshops to help entrench and support a culture of safety within our hospitals.

Each and every staff member—clinical and non-clinical alike—has a role to play in keeping our patients safe. We truly are safest when we work together.

 **To become involved or to learn more, contact the Safest Together team by email at safest.together@ahs.ca**

SPS by the numbers

- **131** children's hospitals across North America, including 5 within Canada, have joined the network to date.
- **7,000** children avoided preventable harm since 2012.
- **\$130 million** in health care costs avoided.

What's a HAC?

Hospital acquired conditions (or HACs) are complications, infections or other sources of harm that happen when a patient is in the hospital for care. There are 11 being targeted by the SPS Network:

- Adverse drug events (ADE)
- Catheter-associated urinary tract infections (CAUTI)
- Central line-associated blood stream infections (CLABSI)
- Injuries from falls and immobility
- Pressure injuries
- Surgical site infections
- Venous thromboembolism
- Unplanned extubations
- Ventilator-associated events (VAE)
- Peripheral IV infiltration and extravasations (PIVIE)
- *C. difficile* and antimicrobial stewardship

Prevention bundles

First out the gate

Teams have already started on implementing prevention bundles at ACH and Stollery for the following HACs:



Peripheral IV infiltrations and extravasations

PIVIEs occur when a liquid inadvertently leaks outside the intended vein into the surrounding tissue. Depending on the contents of the IV solution, the effects can range from swelling to blisters, severe tissue injury, or even necrosis.



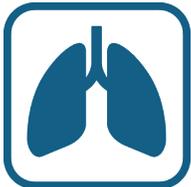
Pressure injuries

Damage to the skin and/or underlying soft tissue can occur when pressure is applied to an area for too long. Pressure injuries most commonly develop in patients who are not moving about, but can also arise from medical devices.



Central line-associated blood stream infections

CLABSIs are serious infections that occur when germs (usually bacteria or viruses) enter the bloodstream through the central line. Best practices for harm prevention exist for



Unplanned extubations

Unplanned extubations are the unexpected removal or dislocation of an endotracheal tube, often due to patient agitation or as a result of patient handling by staff.



Surgical site infections

SSIs are infections that occur after surgery in the part of the body where the surgery took place. An SSI can lead to a longer recovery and/or readmission to the hospital.

What to expect

Based on local priorities, teams at ACH and Stollery have chosen which HACs to focus on first.

As we dive headfirst into monitoring, preventing and mitigating patient harm, the good news is that we are already doing much of this, and now we are further enhancing our safety practices by mindfully bringing it all together under one initiative.

Data data data

Hospitals in the SPS Network share information and data regularly to learn best practices that are then spread across the network.

New whiteboards are being installed on units throughout the hospital. All information and performance data will be posted on these quality boards for staff and patients to see. Results will also be shared publicly on the AHS website.

➤ **For more information about these HACs, contact the core committee by email at safest.together@ahs.ca**

HACs at ACH

- **PIVIE:** A group has developed resources and guidelines to help prevent PIVIEs from occurring, and process auditing will begin on Unit 2 as a trial this spring.
- **CLABSI:** A working group looking at central line infections is extending their work to include the SPS prevention bundle.
- **Pressure injuries:** ACH will be extending work done previously for Accreditation Canada to also include SPS prevention bundle elements.
- **SSIs:** Data around surgical site infections is already being collected, and prevention bundles are being looked at for implementation.

HACs at Stollery

- **CLABSI:** Staff are tracking how successful we are in consistently following the best safety practices with primary focus in the Operating Room.
- **Pressure injuries:** A working group has started to monitor data. Initial area of focus is in critical care (PCICU and PICU). Soon to roll out to all units
- **Unplanned extubations:** Currently establishing a working group. Stay tuned for more updates.

Network goals

The SPS Network has set collective goals for its member hospitals to reach by December 2018, including:

HOSPITAL ACQUIRED CONDITIONS

DOWN
40%

7-DAY READMISSIONS

DOWN
20%

SERIOUS SAFETY EVENT RATE

DOWN
50%

STAFF DAYS MISSED DUE TO INJURY

DOWN
25%



Culture Wave

Zero harm for all—including you

In addition to reducing hospital acquired conditions, a large focus of the Safest Together initiative will be to bolster our pediatric hospitals' culture of safety and ensure it permeates every aspect of care.

Throughout 2018, ACH and Stollery will be participating in the SPS *Culture Wave*, a learning collaborative that introduces our sites to the best organizational practices being employed by high-reliability institutions.

For example, research shows that worker safety goes hand-in-hand with patient safety. Working towards zero harm for employees strengthens our ability to bring zero harm to patients, and part of the

Safest Together program includes a commitment to augmenting our safe work environment.

Another domain of organizational culture that supports safer patient care is staff training in error prevention methodology. Stollery and ACH will be establishing a training course for all staff and a safety coach program through the Safest Together initiative.

Achieving zero harm will only happen when all staff—physicians, clinical and non-clinical—learn about and participate in safety.

➤ **Watch for updates in your area from your manager to learn more about how to participate.**

Involving our most important partners

Patient and family engagement

The Safest Together program recognizes the critical role that patients and families play in safety, and aims to incorporate patients and their families into every step of the safety journey.

A comprehensive strategy is being put together for ACH and Stollery to ensure maximum engagement of patients and

families in this work, from membership on working groups to participation in review of all materials.

To learn about how you or a family you know can get involved, please feel free to contact one of our family liaisons Juliana Harris (for Calgary) or Joelle Fawcett-Arsenault (for Edmonton).