The Role of the Patient Safety Officer

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Safety is no accident (Thomas A. Faulhaber)

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Objectives

- Describe the culture of safety.
- Discuss components of the job description of an effective Patient Safety Officer (PSO).
- Discuss resources for achieving success in the role of a PSO.
- Define 6 strategies for implementation of the PSO role.
- Discuss how to develop organization specific measures.
Culture of Safety

1. Leadership commitment to patient safety.
2. Focus on the needs of the patient.
3. Definition of and commitment to quality patient care.
4. Right care, to the right patient by the right caregiver(s).
Culture of Safety

5. An environment of openness.
6. Proactive methods to evaluate the potential safety hazards.
7. Systems approach to analysis.
8. Interdisciplinary approach to current and potential problems analysis.
The Role of the Safety Officer

- Environmental Safety Officer (SO)
  - Structures
  - Utilities
  - **Emergency preparedness**
  - Hazardous materials
- **Workers**
- Equipment
- **Security**
The Role of the Safety Officer

- Patient Safety Officer
  - Patients and families
  - *Workers*
  - Visitors and others
  - Risk management
  - Clinical
  - *Emergency preparedness*
  - Security
The Role of the Safety Officer

- Patient
- Environmental

Patient Safety

Environmental Safety
The Patient Safety Officer

- Job description
  - Reporting relationship
  - Responsibilities
  - Budget and staff
  - Role in education
  - Essential functions
  - Qualifications
The Patient Safety Officer

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- Qualifications
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- Job description
- Role in education
The Patient Safety Officer

• Job description
  • Essential functions
Patient Safety Officer Models

A. Urban hospital with 6 sites
B. University hospitals
C. VHA Hospitals
D. Hospital corporation > 60 hospitals
Resources

- Achieving PSO success
  - Internal
  - External
  - Personal
Resources

- Achieving Success as a PSO
  - Internal
    - Examine culture
    - Ensure patient involvement
    - Evaluate routine processes
    - Manage resources
Resources

- Achieving Success as a PSO
  - Internal
    - Establish an interdisciplinary approach
    - Cultivate working relationships
    - Develop situational communication style
  - Consider a quality incentive program
Resources

● Achieving PSO success
  ● External
    ● Establish community trust
    ● Share lessons learned
    ● Benchmark using local and national outcomes data
Resources

Achieving PSO success

- External
  - Participate in legislative efforts
  - Participate in research
  - Participate in curriculum development for medical professionals
  - Provide feedback for participation efforts
Resources

- Achieving PSO success
  - Personal
    - Maintain professional expertise
    - Examine safety issues and solutions in non-healthcare settings
  - Stay current on media, research and current legal issues
Implementation Strategies

1. Examine Mission - Vision – Goals
2. Develop a plan
3. Complete a safety vulnerability analysis
4. Establish a process for setting priorities
5. Embrace a process methodology
6. Consider technology
Challenges

Your Hospital

Chart Legend

DEA: Drug Enforcement Administration
FAA: Federal Aviation Administration
OPO: Organ Procurement Organizations
SEC: Securities and Exchange Commission
IRS: Internal Revenue Service
EPA: Environmental Protection Agency
FTC: Federal Trade Commission
FCC: Federal Commerce Commission
HHS: Health and Human Services
HRSA: Health Resources and Services Admin
CDC: Centers for Disease Control
NIOSH: National Institution for Occupational Safety & Health

JCAHO: Joint Commission on Accreditation of Healthcare Organizations
NRC: Nuclear Regulatory Commission
DOL: Department of Labor
FBI: Federal Bureau of Investigation
DOJ: Department of Justice
OSHA: Occupational Safety and Health Admin
DOT: Department of Transportation
FDA: Food and Drug Administration
OIG: Office of Inspector General
PRO: Peer Review Organization
PRRB: Provider Reimbursement Review Board
Challenges

- Definitions of safety and quality
- Healthcare culture
  - Internal
  - Legal
- ROI not established
- Resources
- Reimbursement for providers is based on services provided
- Discipline specific focus on care and solutions
Challenges

- Renovation and construction
- Low profit margin
- Staffing shortages
- Technology
Measures

- Patient satisfaction
- Standard healthcare processes
  - E.g. Blood transfusions, lab data, generator failure,
- Clinical practice guidelines
- Work place safety
- Research
- Risk management trends
- Media focus
Conclusion

- Culture
- Effective patient safety officer
- Resources
- Implementation strategies
- Organization focused measures
Patient safety is no accident

(Delanor Manson)
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Questions