

August 24, 2003



The Role of the Patient Safety Officer

Delanor Manson, RN, BSN, CNA, MA, CPHQ

Safety is no accident (Thomas A. Faulhaber)

- Safety is no accident
 - Safety is no accident
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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***



**Environmental
Safety**



The Role of the Safety Officer

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

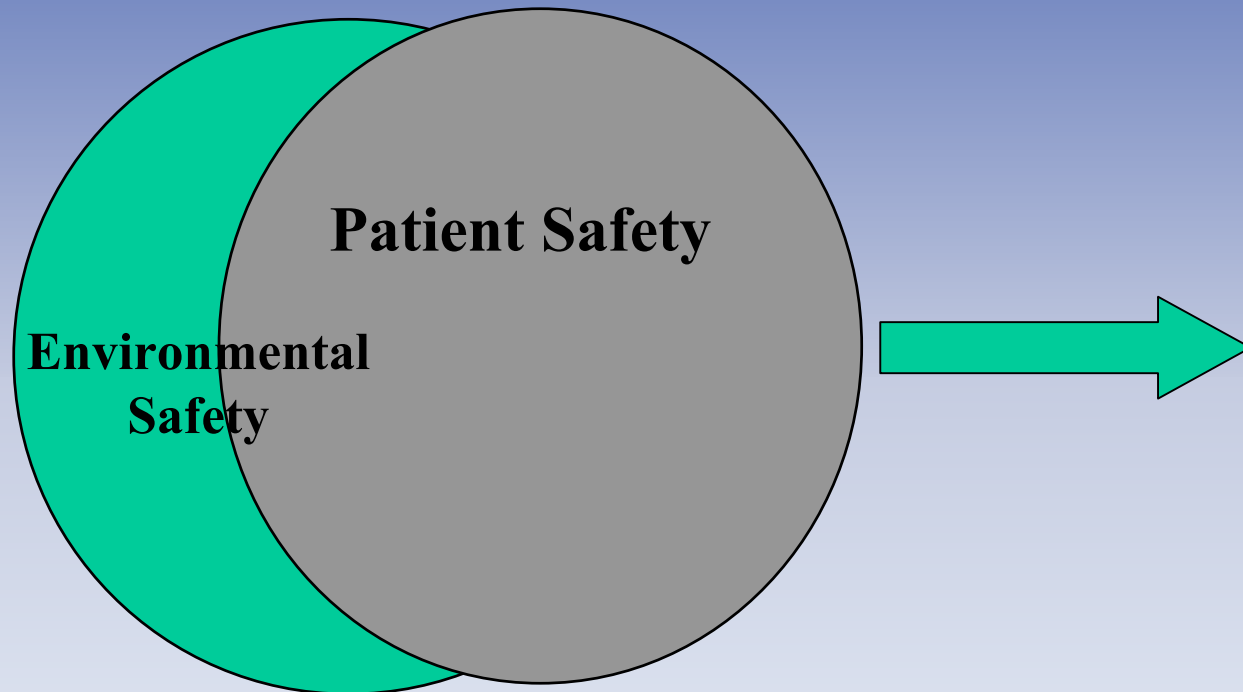


Patient Safety



The Role of the Safety Officer

- Patient
- Environmental



The *super* Patient Safety Officer



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The Patient Safety Officer

- Job description
 - Reporting relationship
 - Responsibilities
 - Budget and staff
 - Role in education
 - Essential functions
 - Qualifications



The Patient Safety Officer

- Job description
 - Reporting relationship



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The Patient Safety Officer

- Job description
 - Responsibilities



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The Patient Safety Officer

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The Patient Safety Officer

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 - Qualifications



The Patient Safety Officer

- Job description
 - Role in education



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The Patient Safety Officer

- Job description
 - Essential functions



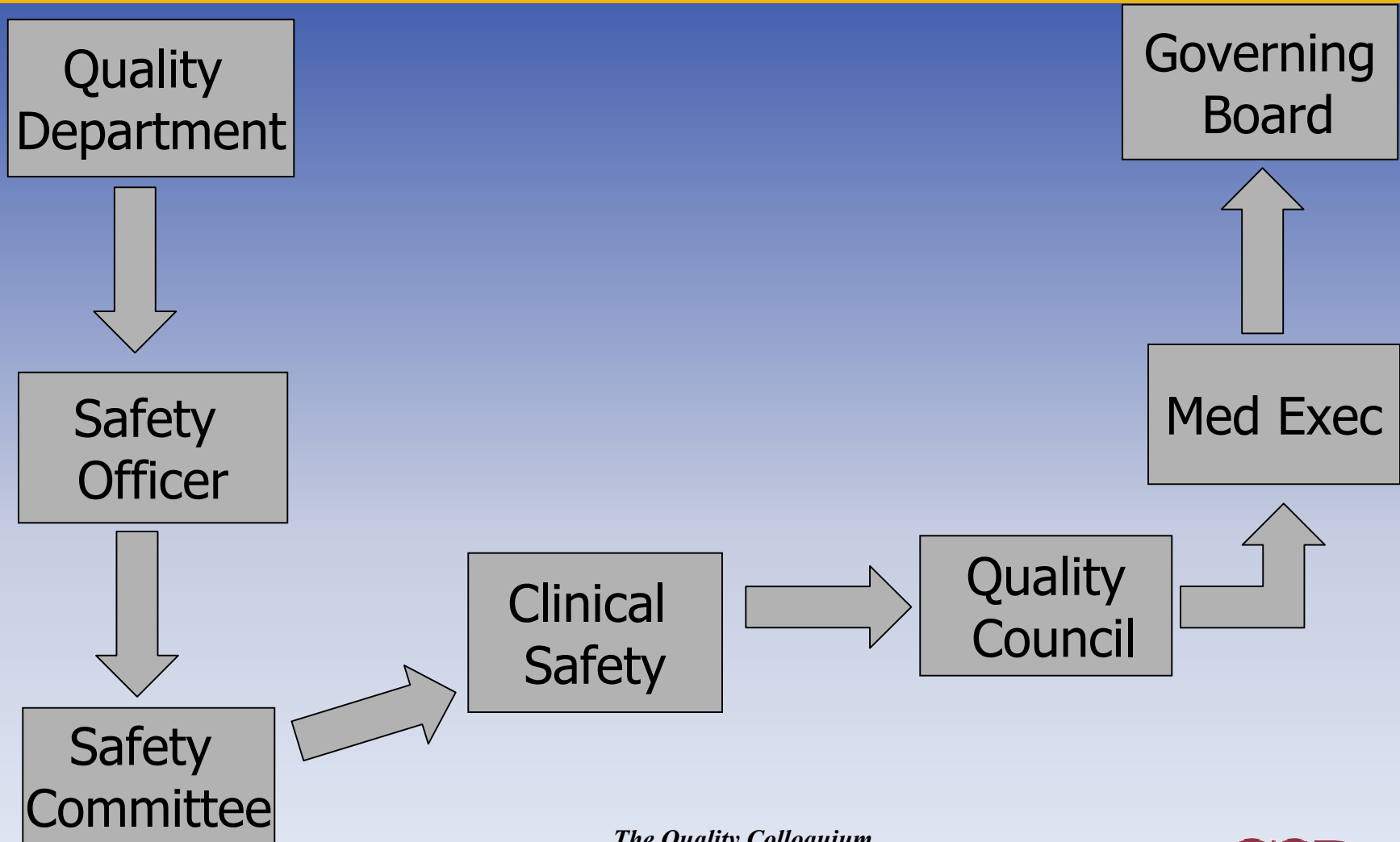
Patient Safety Officer Models

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

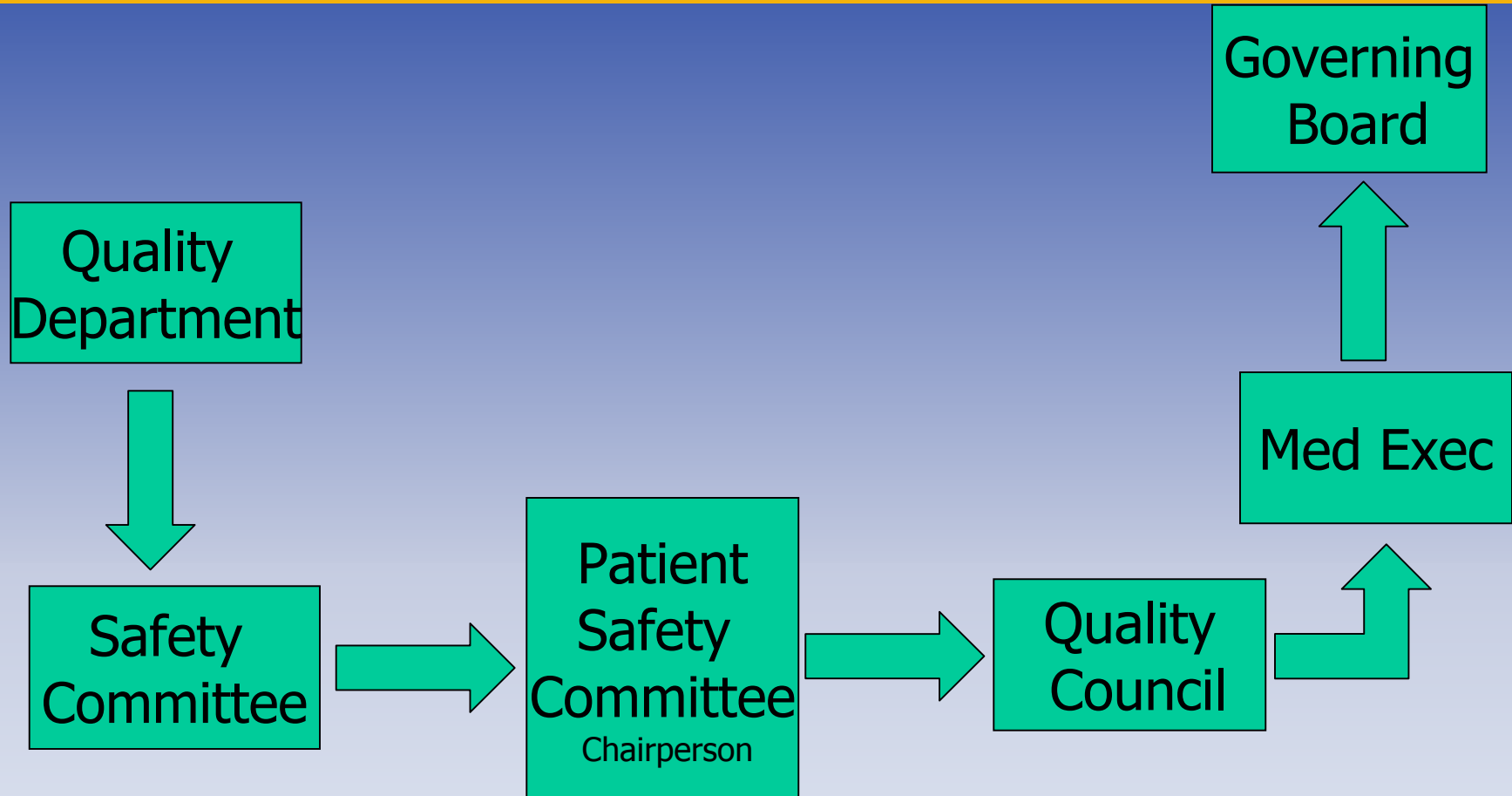


Model A

Urban hospital with 6 sites

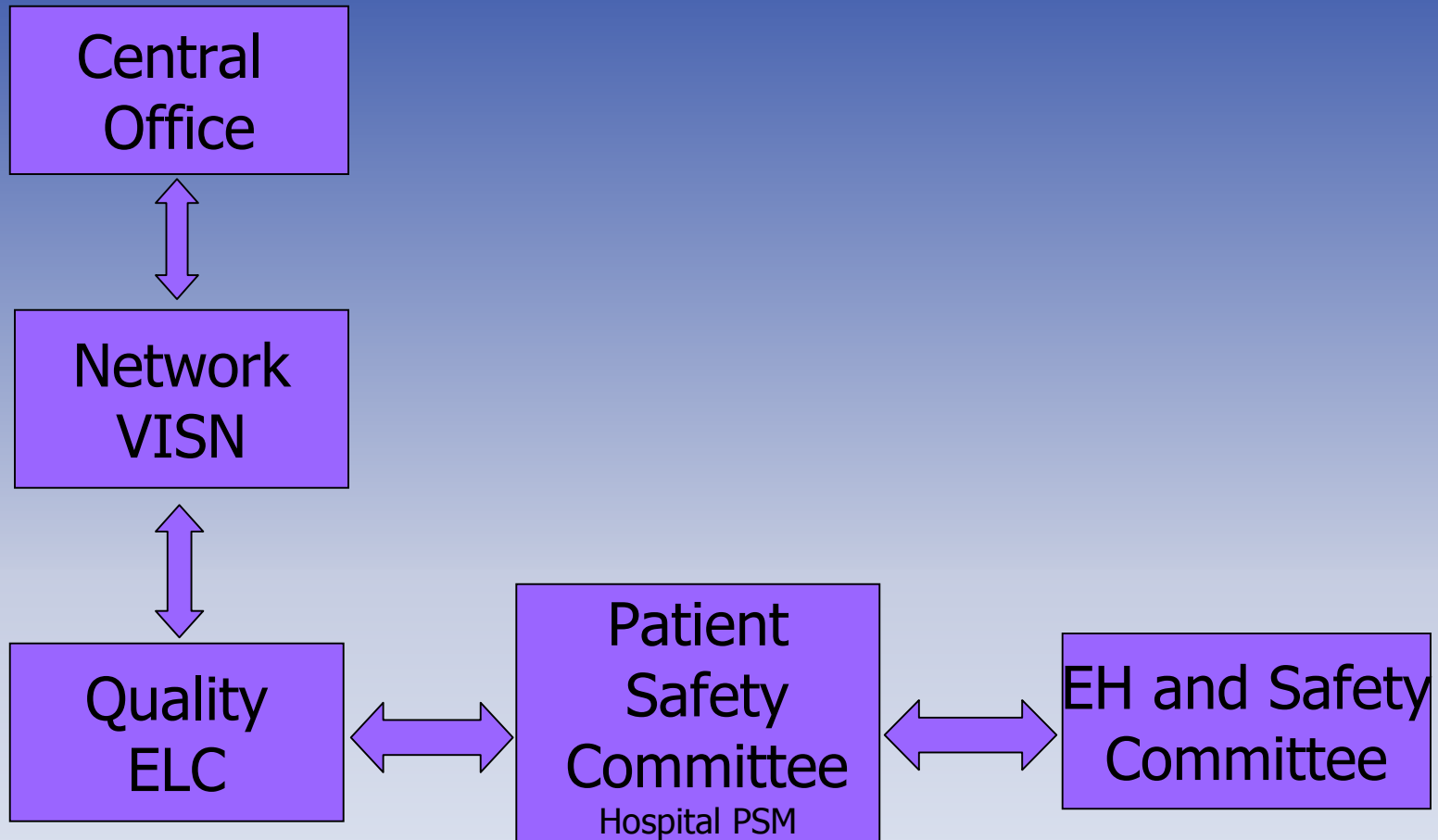


Model B University Hospital



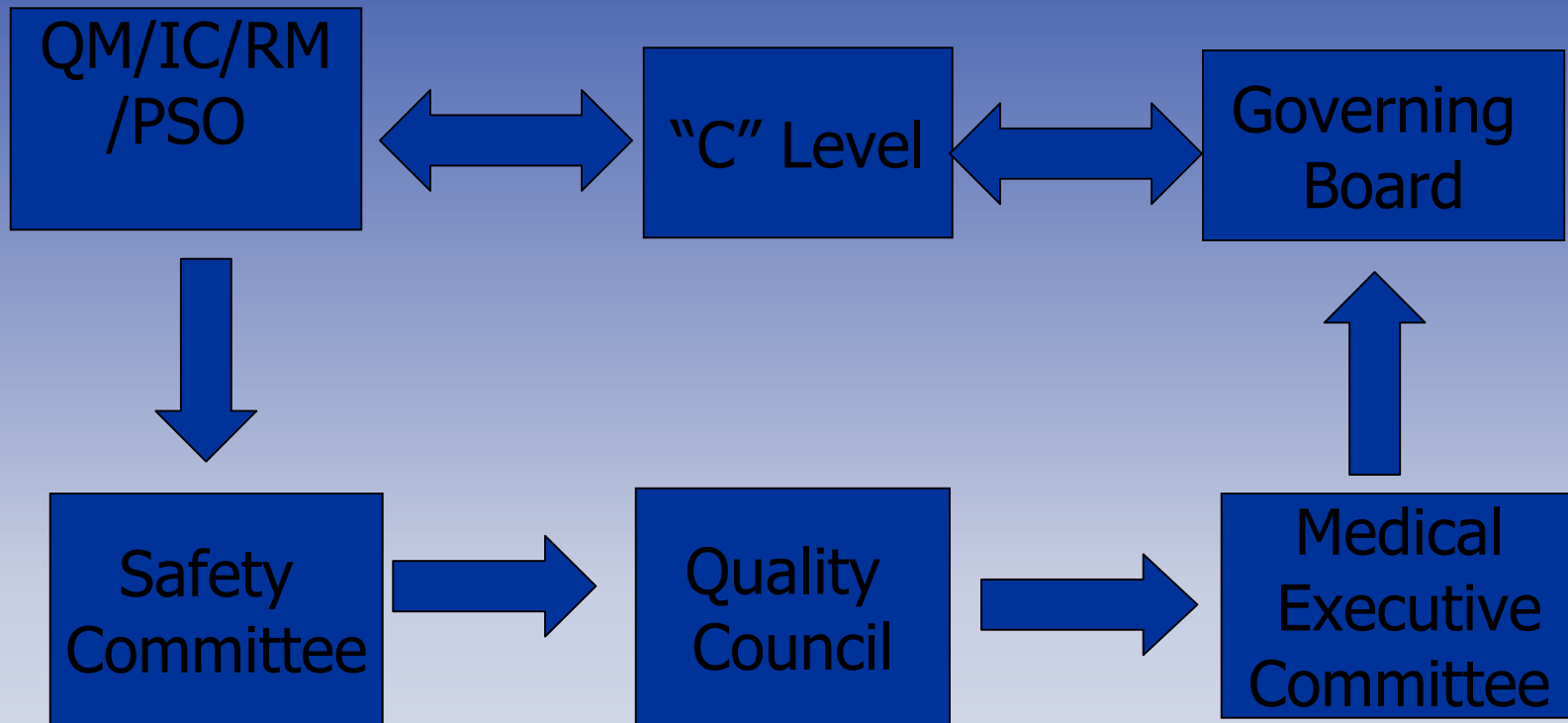
Model C

Veterans Healthcare Administration



Model D

Hospital corporation with > 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



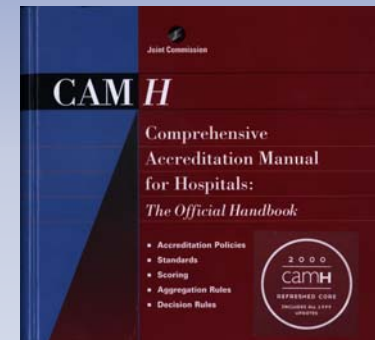
Resources

- Achieving PSO success
 - External
 - Participate in legislative efforts
 - Participate in research
 - Participate in curriculum development for medical professionals
 - Provide feedback for participation efforts



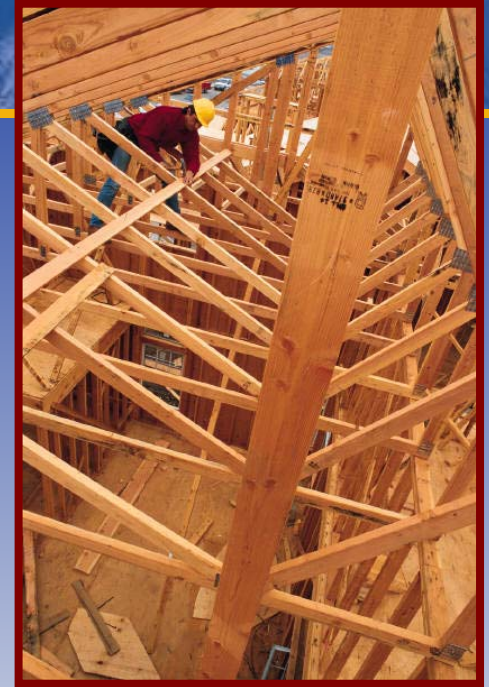
Resources

- 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

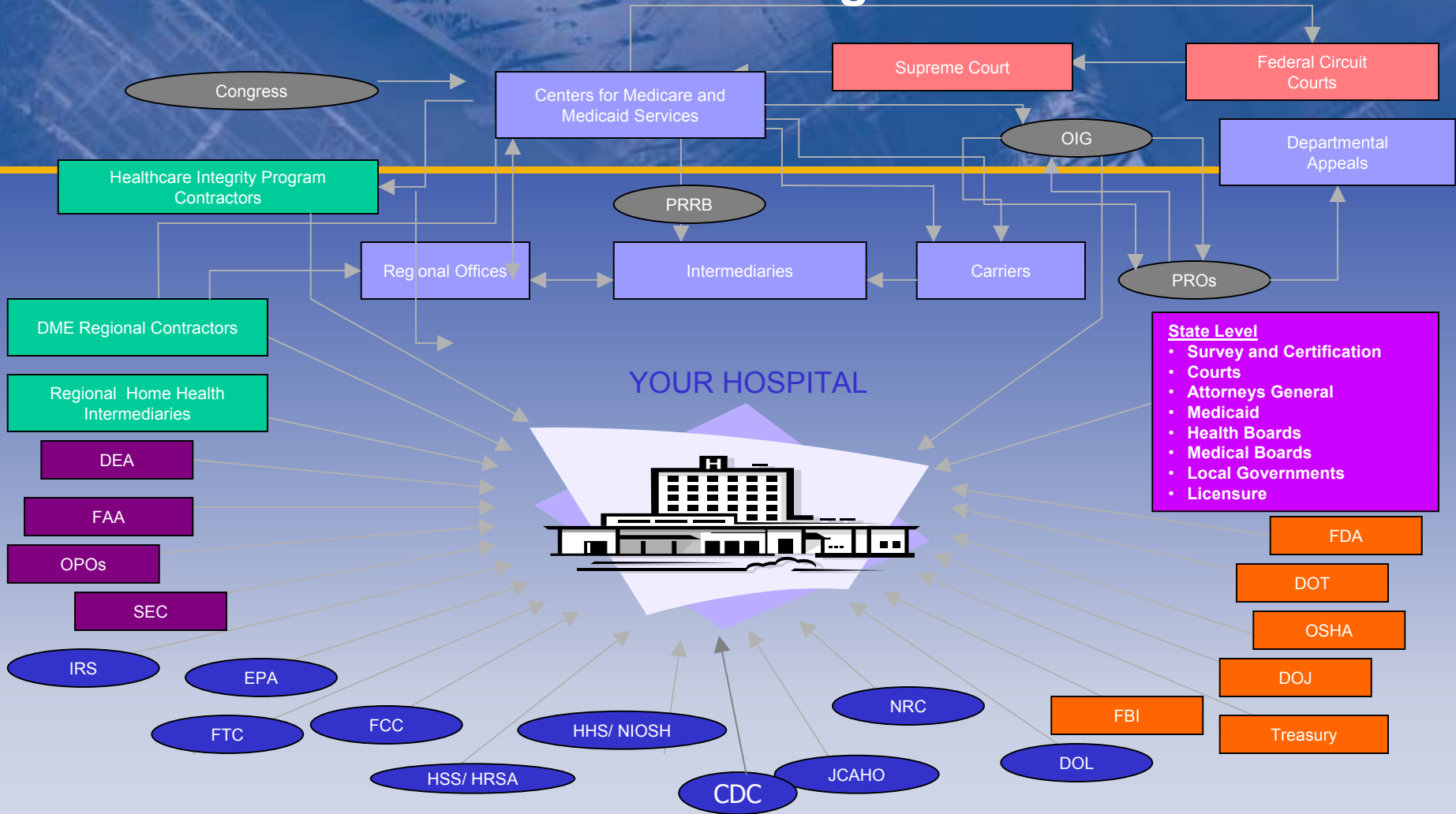


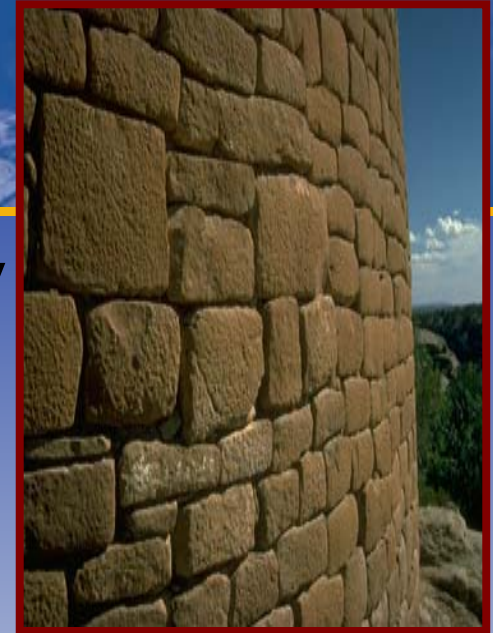
Chart Legend

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



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