

# Patient Safety Defenders: Using Education and Training

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## Overview:

When we talk about patient safety, we are talking about the absence of harm for all patients receiving care at our hospital. Hence, Al Wakra Hospital (AWH) leaders believe that patient safety will be sustained through continuous collaborative efforts and shared responsibility while also recognizing the significant value of the frontline staff as they are key driving force toward system improvement. To reduce preventable harm through the promotion of the culture of patient safety is the number one priority that will guide the unit-level improvement efforts to advance the healthcare system and enhance patient experience.

AWH Quality and Patient Safety (QPS) Department takes the lead of raising the awareness about patient safety by providing educational sessions targeting all AWH staff throughout the year and conducting regular QPS rounds. However, we recognize the significant value of having key persons in each individual unit championing and spreading the culture as well as identifying and controlling potential risks. This can only be made possible by building the staff's knowledge and capabilities in order for them to be considered as "Patient Safety Defenders".

## Learning Objectives & Outcomes:

- Improving the patient safety through empowering the patient safety defenders.
- Using education and training in building the patient safety defenders capabilities.
- Recognize the improvements made based on the results of the selected measures for each of the action plans.

## Methodology:

To build effective patient safety defenders, specific education and training program to nominated staff is needed to equip them with the required knowledge and skills that enable them to drive a change toward promoting the patient safety with the full support from the hospital and divisional leaders. Thus, the AWH QPS department developed the "Quality Link Staff Training Program" (QLSTP) which is accredited by QCHP and ANCC and is open for any HMC staff.



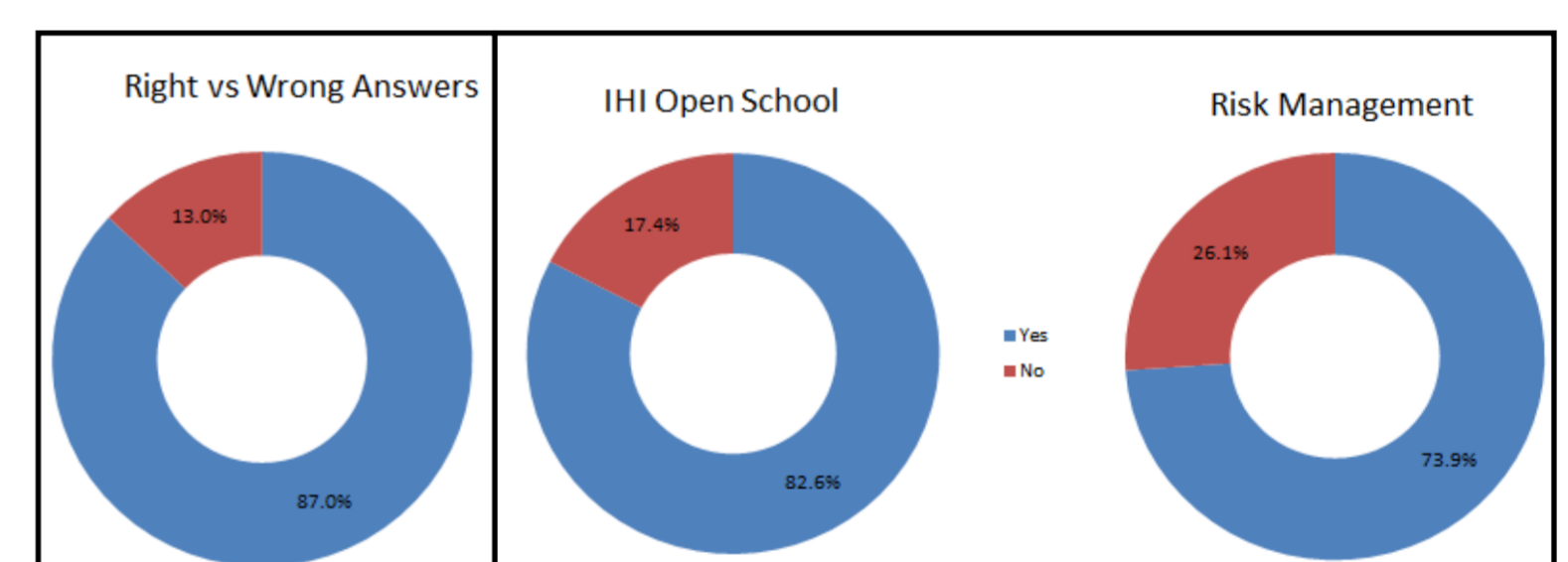
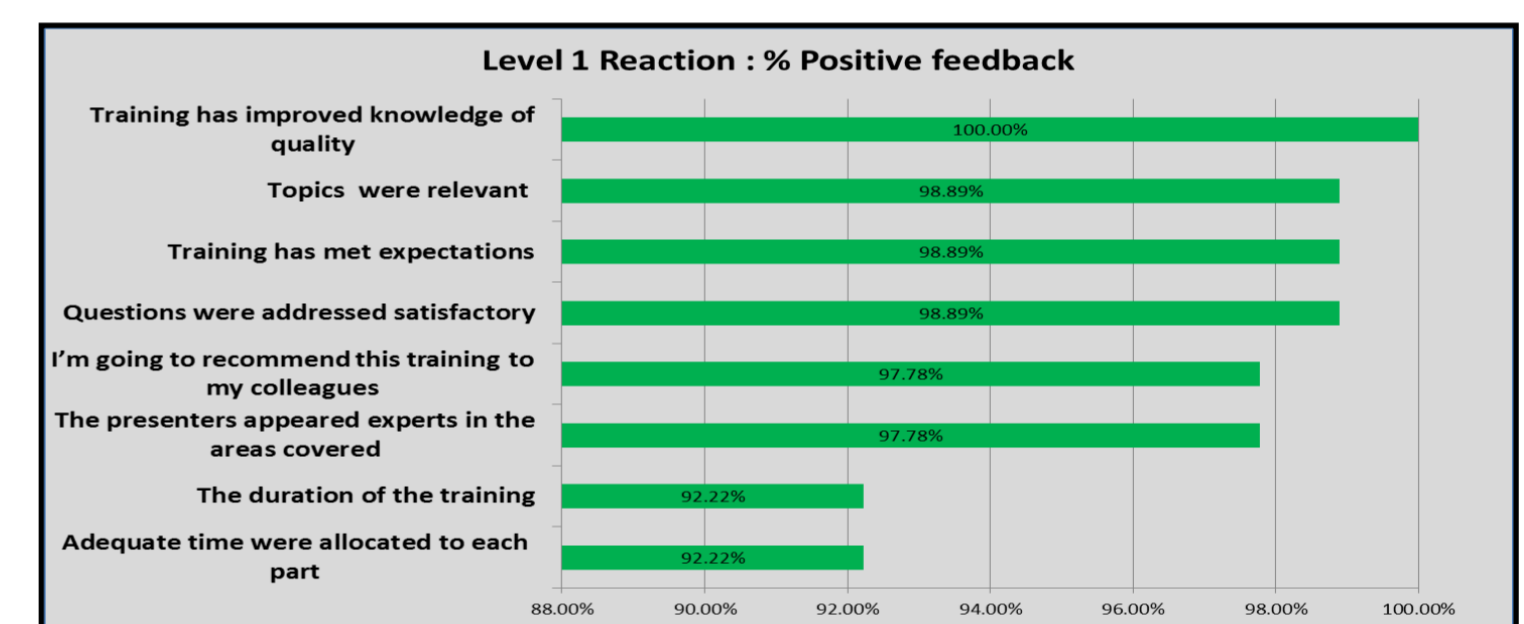
## Results:

The first program was conducted for 5 days, separated into 4 modules over the course of a year with the first module starting from December 2017 while the graduation module ending in December 2018. It was attended by 37 nurses, 2 pharmacists, and 1 of each: CSSD technician, dental technician, Respiratory Therapist, Occupational Therapist, Physical Therapist, project manager, bed manager, laboratory technician, radiology technician, dietitian, and biomedical engineer)

Due to its success and the good reputation it garnered, a second run was requested to educate and train even more staff. The second program is to be conducted for 6 days over the course of a year divided into 3 modules starting April 2019 and ending in December of the same year. There are 50 registered attendees – 44 nurses and 1 pharmacist, 1 CSSD tech, 1 RT, 1 OT, 1 project manager, 1 bed manager, including guests from Hazm Mebaireek General Hospital (HMGH).

The Kirkpatrick Training Evaluation Model was used to evaluate the effectiveness of the first education program.

Source: Participants Survey



## Conclusion:

The success of the program is clearly aligned with HMC's strategic plan by addressing one of the corporation's top priorities – improvement. This is the basis for a transformative healthcare system deeply rooted in the foundation of evidence-based knowledge. The invitation was opened to everyone from nurses to allied health professionals in order guarantee its integration within the healthcare system. The more people from different backgrounds are involved, the easier the penetration of the safety culture to the units will be. For this year, the program has also been offered to physicians and even members outside of the facility (the newly opened HMGH) with the hopes of building the same level of capabilities, commitment and attitude towards patient safety and improvement in that place and within the corporation itself.

## Reference:

Pearson, M., Needleman, J., Beckman, R, et al. (2016).Facilitating Nurses' Engagement in Hospital Quality Improvement: The New Jersey Hospital Association's Implementation of Transforming Care at the Bedside. Journal for Healthcare Quality. 38(6):e64–e75

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