

Implementation & sustainability of daily safety briefings in 5South1 to promote patient safety culture

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Problem: Staff hesitate to freely share information, problems or error-prone situations because of pressure from colleagues, management or fear of disciplinary action.

Aim: To implement daily safety briefings in 5South 1 in all 3 shifts by June, 2014

Intervention:

- Starting 9th December, 2013, daily safety briefings were conducted for 1 week. This was in order to understand if it's possible to involve staff actively and in a timely manner, to discuss daily safety issues related to 5S1.
- Multiple PDSA cycles were conducted to establish a standard time, location and duration of 5 minutes to discuss the safety issues.
- Awareness was raised among staff regarding issues to be discussed in the safety briefings.
- Staff were encouraged to speak out without fear and bring up all safety concerns, mistakes, near misses or accidents that were avoided due to timely action.
- A data collection template from the IHI-website was tested during the safety briefings. Staff found the Data collected using the template useful and helped them to understand the current safety issues in the ward and to work towards finding a solution.
- In the month of January, Staff started losing interest in daily safety briefings as they were only discussing issues that could only be solved from an administrative level and not patient specific issues that could be addressed at ward level. Therefore we conducted our next PDSA after by testing a edited form that has guidance and structure for conducting safety briefings.
- We also started announcing a "Safety Champion of the week" to keep up motivation.
- Issues raised during safety briefings are first review by Head Nurse of 5S1, any issues that cannot be addressed at ward level will then be escalated to the Director Of Nursing-Surgery and if required they will be recorded on the hospital risk register.
- As issues resolved staff are updated.

Conclusions: In conclusion, Staff should be trained to recognize and report safety concerns they come across on a daily basis and as a unit work towards finding a solution.

Results: Safety briefings are found to be beneficial as they help: Preparing staff for the shift/day, face-to-face communication, immediate response to questions, streamlined resolution of issues or concerns, timely response to issues or concerns, efficient dissemination of information, improvement in teamwork and effective communication, staff involvement in decision making.

Way Forward:

- Data reflecting improvement in the reporting, management and resolution of safety issues and ultimately improved patients outcomes is to be shared with other surgical units before rolling out a culture of safety part of which is addressed by implementing safety briefings.
- Review and update the safety briefings checklist
- Resolution of the issues raised
- Include the major issues in risk register

Replication Potential: Daily safety briefings allows for a timely, thorough review of an event, resulting in changes to processes, training or physical environment. Changes can then be implemented not only at the unit where the event occurred, but also throughout hospital.

