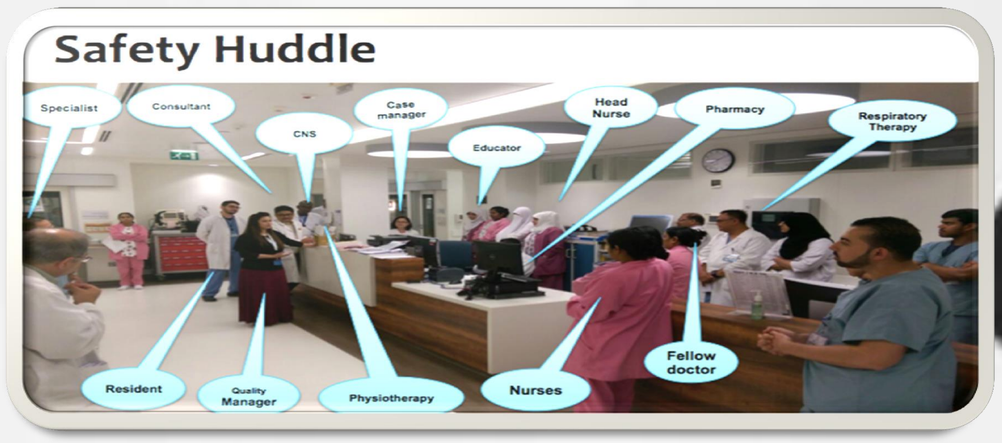
Reaching the Horizon of Safe Culture in SICU Through a Multidisciplinary Approach

Surgical Intensive Care Unit (SICU) Hamad General Hospital (HGH) thrives for safety culture. A culture of safety is built on high awareness of real and potential safety issues at all levels of organizational operations. Safety huddles have been shown to result in system-wide and patient specific changes that promote safety and to support team work and interdisciplinary collaboration. It also improves efficiencies, quality of information sharing, and accountability. In order to foster a sense of team, and create a culture of collaboration and collegiality that increases collective awareness and capacity for reducing harm we introduced Daily Safety Huddles in SICU in June 2016.

Aim

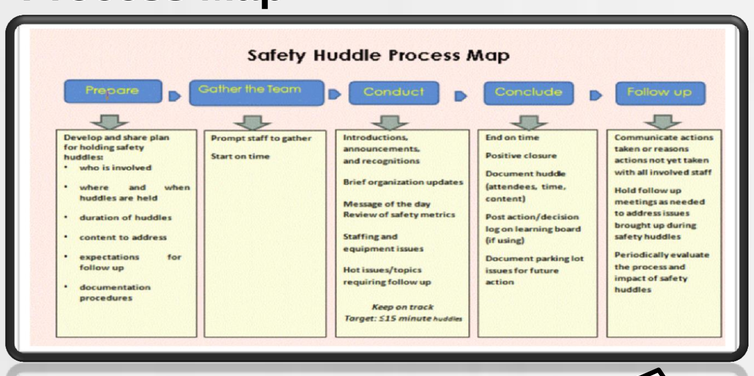
To conduct daily safety huddle in SICU from 0% to 80%from June 2016 to December 2016and 100% by June 2017.
To resolve the issues in daily safety huddles by 60% by December 2016 and 85 % by June 2017.



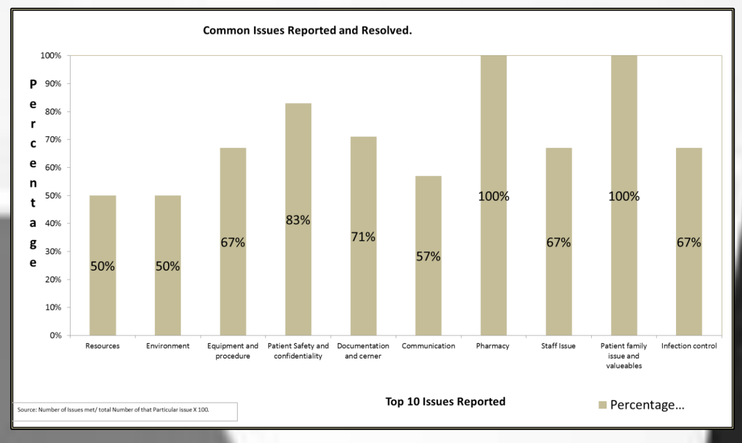
Objectives

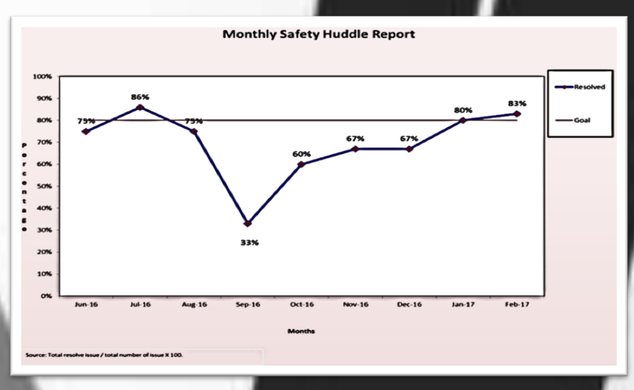
- Develop a template for safety huddle
- Provide awareness for the staff on the importance of the implementation of safety huddle
- conduct daily safety huddle in the morning shift at a specific time
- Communicate with the staff on the issues and plan of action through group emails.
- conduct monthly audit to identify the compliance to the tool in solving the identified issues

Process Map



Result





Intervention

Feedback Communication – Established a channel of communication with the MDT where all the issues raised in the safety huddle been reviewed and the responsible personnel fed back the result to the MDT through email communication.

Develop a template for Safety Huddle- developed multiple forms after getting

Feedback from the MDT over a period of time and

came up with the recent form.

MDT involvement – started the process as nurse led activity and after review established MDT led safety huddle n the alternate weeks (Nurse led, Physician led and other health care worker led)

PDSA Plan-Do-Study-Act

Future Plan

- To have safety huddle twice daily, in the morning and the evening
- To increase the compliance rate on resolved issues to 80% by December 2017.

Conclusion

With active involvement of the members of the MDT for the safety huddle process and adherence to the time frame and template, in SICU we could achieve an average compliance rate of 60% on resolved issues in 8 months time.

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