One Wish for Safety: Patient Safety Leadership WalkRounds™ Rumailah Hospital

An opportunity for frontline staff to raise patient safety issues with the Executive Team

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Introduction

Hamad Medical Corporation in collaboration with Institute for Healthcare Improvement designed *Best Care Always* Campaign to help the staff to deliver the safest, most effective care and compassionate care to the patients the 'Hamad Way'.

Patient Safety Leadership WalkRounds™ is one of the initiatives under *Best Care Always*. It have been shown to improve the Safety culture of hospitals. [1] Safety walk rounds demonstrates commitment to safety. It provides opportunities for senior executives to learn about patient safety; establishes lines of communication and relationship about patient safety among executives, employees as well as frontline staff.[2]

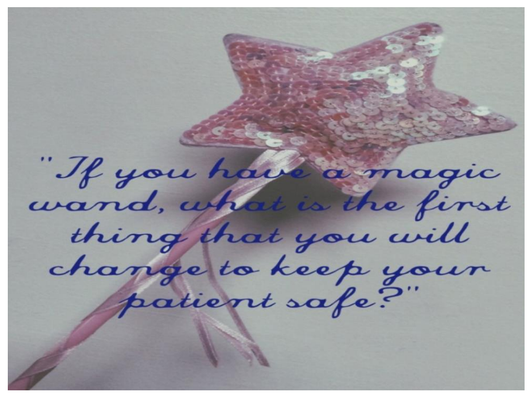


Fig. 1. Magic Wand

Aim:

To maximize the Leadership Patient Safety WalkRound ™ capability to detect potential patient harm and to act promptly to ensure safe care by end of 2016.

Methodology: Model for Improvement

•Sending of Pamphlets to the unit before the visit, to understand the idea of Walkrounds TM.

•Weekly rounding with pre-scheduling without cancellation.

•Use of Magic wand to give each frontline opportunity to have one wish to make their patients safe.

•Use of recorder to avoid any oversights.

•Action tracker to document the concerns and to the keep the Executives on track of the issues assigned to them.

					Legend =	Completed		
			RUMAILAH HOSPITAL			Action Required		
			PATIENT SAFETY LEADERSHIP WALK ROUNDS SUMMARY			With Action and Timelines		
DATE OF ROUNDS	UNIT	SAFETY CONCERN	ACTION PLAN	RESPONSIBLE PERSON	CATEGORY	EXPECTED DEADLIN	DATE RESOLVE	COMMENTS

Fig. 2. Action tracker

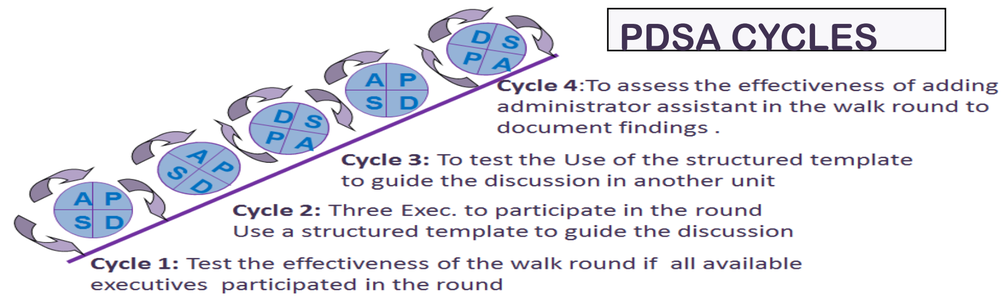
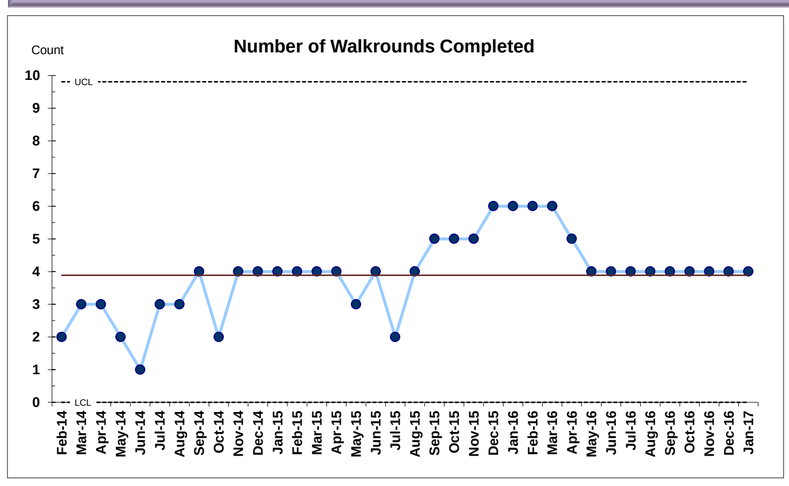
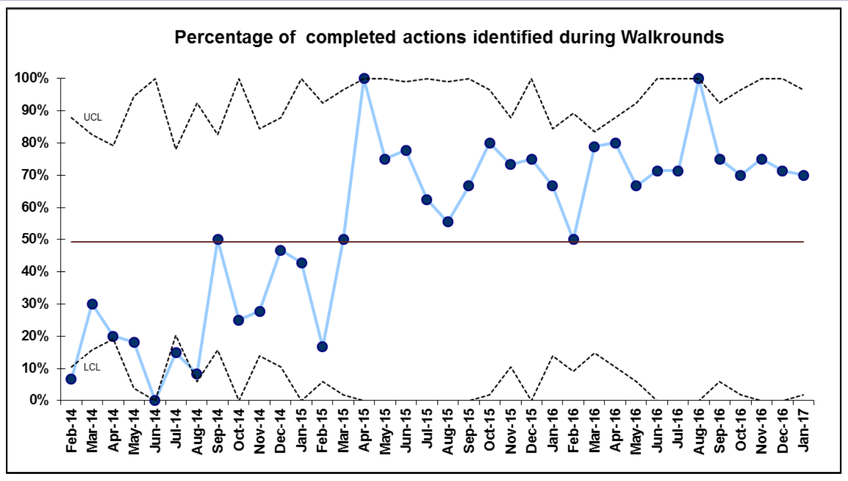
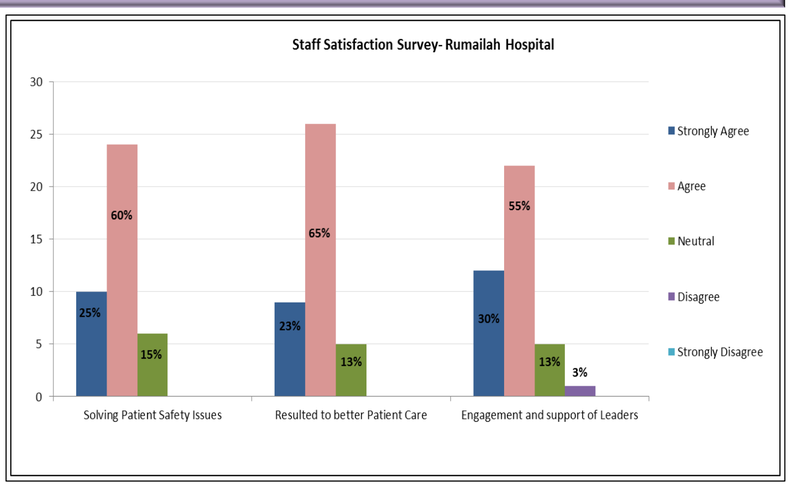


Fig. 3. PDSA ramp

Results:







"Your team was the first that I know of in this campaign to score a 5.0 ."- Mr. Willliam Peters ,Senior Analyst
IHI Extranet Faculty Assessment for Leadership Stream.
The score 5.0 is the highest score the faculty can give.

A survey was conducted to assess the effectiveness of the Walkrounds ™.

Total number of Multidisciplinary Respondents : 40.

Feedback

"*It bridges the gap between front liners and executives; we get to express our concerns and we can share ideas and get real-time response. Their visibility increases the staff motivation*." – Staff Nurse Long Term Care Unit 2 ,Rumailah Hospital

"*Face to face discussion of the Unit Managers / staff with administrators & QI leaders can openly resolve issues on a timely manner resulting to a better patient care*." - Staff Nurse Rumailah Hospital

"*We noted the difficulty of giving therapy sessions on tracheostomy patients. We asked for a Geriatric Therapy room , with the full support of the Executives on this issue raised inpatient safety leadership rounds and support of respected Dr. Hanadi, now we have Geriatric Therapy room available for to treat the patient care. This is one of the achievement and successful story for the Geriatrics services and one step towards better care for better patient outcomes*." –OT Rumailah Hospital

I believe that there's a noticeable improvement like for the Tracheostomy changing process, our cuff manometers, etc—it brought good results for the patient's welfare"

" The responsibility of leadership is not to come up with all the ideas but to create an environment in which great ideas can thrive" Sinek

Lessons Learned:

- Demonstrated commitment to safety
- Identified opportunities for improving safety.
- Improved communication about patient safety.
- Reporting error is suppressed by blame.

Conclusions:

Patient Safety leadership WalkRounds ™ has been implemented weekly with the active involvement of the Executive team and the staff. There is a process to ensure that the issues discussed are acted on and appropriate are feedback given to the staff. [3] Staffs are now comfortable to speak up the patient safety concerns. Furthermore, this initiative gives a great impact on providing better care to their patients by addressing issues on staffing, unavailability of equipment, communication barriers, environmental safety, medication, transportation, security and care delivery.

Next Steps:

- To sustain the gains .
- To continue the Leadership WalkRounds ™.
- To influence other independent departments to perform their own Patient Safety Leadership WalkRounds ™.

EXECUTIVE TEAM:

Ms. Elizabeth Thiebe- ACEO RH
Dr. Abdul Aziz Darwish- Medical Director
Dr. Amal Abousaad-AED QPS
Dr. Steven Paul Beaumont- ED Nursing

Members: Dr. Gisli Einarsson- CEO QRI • Ms. Lolwa Al-Mohannadi- AED Professional Development QRI • Mr. Sultan Al Abdulla – A/AED Senior Business Development • Mr. Ahmed Abdi- Senior Finance Business Partner • Mr. Osama A. Hadi-AED Support Services • Dr. Hanadi Khamis Mubarak Alhamad –Acting Chairperson Geriatrics • Rumailah Hospital staffs

Special thanks to: Ms. Jasmin Cherian • Ms. Ghaya Mohd Nasser Al Tamimi • Ms. Saadiya Ahmad S A Alhebail • Mr. Mark Tayag-Head Nurse • All Department Heads-Rumailah Hospital ;

Fig. 4. WalkRounds ™ in action

REFERENCES :
1 www.ihi.org Dr. Allan Frankel,IHI Faculty
2 Dr. Amal Shaaban Abousaad AED Quality & Patient Safety Rumailah Hospital
Joint Commission Journal on Quality and Patient Safety January 2003 , vol.29 No.1