

**Florida Hospital's
Quality Goals**

1. Rank in the Top 10% of hospitals nationwide
2. Show ongoing cycles of improvement in all areas of patient care

May 2006

A 1999 Institute of Medicine (IOM) report entitled To Err Is Human: Building a Safer Health System sparked a renewed focus on patient safety and health care quality issues by the federal government and dozens of other groups. The report estimated that half of all medical errors were preventable¹ and that patient safety will improve only when hospitals and other organizations create an environment where safety is a top priority.

The Quality Brief will discuss Florida Hospital's efforts to create its own Culture of Safety.

The Journey to Pre-Eminence

Florida Hospital has asked CareLeadersⁱⁱ, a collaborative group of national patient safety experts, to help assess the hospital's Culture of Safety in its efforts to attain national pre-eminence in quality, highly reliable patient care.

The CareLeaders assessment began in January 2006 and covers all aspects of patient safety -- people, technology and quality systems. CareLeaders will also conduct detailed analyses in radiology, the emergency department, pain management, and cardiovascular services. The full assessment will be completed in May.

"We believe we have excellent safety procedures in place," said Lee Adler, DO, Chief Quality & Safety Officer. "In the past, however, most patient safety improvement efforts have focused more on individual errors than system flaws."

"We've learned that most medical errors have more to do with system flaws and less with individuals," he continued. "Our association with CareLeaders will help us shift the focus to standard safety principles and systems that are well-accepted, well-understood, well-documented and well-carried out -- as well as patient-centered."

Wrong site surgery – preventable.

The wrong medicine -- potentially deadly.

A fall from a hospital bed -- once is too often.

Florida Hospital is developing a Culture of Safety to rank in the Top 10% of all hospitals.

CareLeaders experts previously helped derive safety models from the airline, nuclear and military industries. CareLeaders is unique in that it includes physicians, technology experts and other medical professionals as well as representatives of other industries engaged in safety practices.

JCAHO: National Patient Safety Goals

Florida Hospital's current patient safety efforts include standards set by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO).ⁱⁱⁱ

"We are continuing to work on meeting or exceeding JCAHO standards," said Adler. "That's a given. But we want even higher standards, and our CareLeaders effort will help us."

In 2006, all hospitals are required to implement and maintain the following JCAHO National Patient Safety Goals (NPSG) goals. Florida Hospital has implemented all of them. The following chart provides examples of the NPSGs and notes Florida Hospital's safety efforts.

JCAHO Category	Why is it Important?	Florida Hospital Safety Efforts
Patient Identification	Makes sure that the right patient gets the right surgery, medication, procedure, etc.	<ul style="list-style-type: none"> ▪ Use at least two "identifiers" to make sure you are working with the correct patient when you are treating or transporting a patient. Identifiers can include asking the patient his or her name, checking the patient's wristband, etc. Room numbers and bed numbers cannot be used.
Medication Safety	Makes sure that the patient receives the appropriate medication and dosage.	<ul style="list-style-type: none"> ▪ Keep limited concentrations (doses) of each medication to minimize the potential for under- or overdoses. ▪ Conduct an annual review of look-alike/sound-alike drugs to prevent administration of the wrong medication. ▪ Label all medication and medication containers in operating and procedure rooms (do not rely on memory).
Hospital-based Infections	Handwashing is the single most important means of preventing the spread of infection.	<ul style="list-style-type: none"> ▪ Wash hands before performing invasive procedures, touching wounds, or touching patients who are particularly susceptible to infection. ▪ Wash hands between all patient contacts. ▪ Put extreme and immediate attention to determining the causes of deaths or serious complications from infections.
Medication documentation	Protects patients from getting duplicate or wrong medication doses. Prevents avoidable drug reactions.	<ul style="list-style-type: none"> ▪ Talk with the patient about his/her medication list. ▪ Compare the patient's list to the hospital's list. ▪ Provide written copies of medication documentation when patients are transferred within the hospital or to an outside family such as a nursing home.
Fall Prevention	Falls occur when a patient is on the ground for non-medical reasons (such as sudden loss of consciousness, seizure, etc.)	<ul style="list-style-type: none"> ▪ Assess patient at admission for risk of falling; reassess and document twice a day after that. ▪ For surgical patients, use straps or constant supervision. ▪ For recovery room patients, use side rails when unattended. ▪ For surgical/outpatient procedures, help patient walk. Use side rails when patient is unattended.
Caregiver Communication	Makes sure that staff accurately understands other communication.	<ul style="list-style-type: none"> ▪ "Read back" test results and physician orders to ensure accuracy. ▪ Post a list of abbreviations that are not to be used. ▪ Report critical tests results as soon as they are available.

i "Doing What Counts for Patient Safety: Federal Actions to Reduce Medical Errors and Their Impact," Report of the Quality Interagency Coordination Task Force (QuIC) to the President, February 2000.

ii Care Leaders is a newly created group of national safety experts co-founded by Charles Denham, MD, of the Texas Medical Institute of Technology and Anne Rhodes, former JetBlue executive and author of "Building a Culture of Safety."

iii JCAHO is an independent, not-for-profit organization founded in 1951. It accredits over 7,800 hospitals and 7,300 other health care entities in the US, including Florida Hospital.

