TOTAL REMAINING OBSERVATION

STORYBOARDS

SYSTEM:

Train all new staff that joined along the way.

The next challenge is to follow-up with a one hour TeamSTEPPS training to all staff in 2015.

Quality management trained 94 percent of all hospital staff in nine months (goal was set for 80 percent for the next two years).

Scorecards were given to each department director in September 2016 with percent of employees that attended training. If goal was met = $5000.

TOOLs, RESOURCES, POLICIES, TIPS

CULTURE OF OWNERSHIP—You’re in My Care!

Patient Safety Teams Initiated:
1. Mission “Discovery” (Quality Management)
2. Mission “Documentation” (Case Management)
3. Hull y’Parks (Hospitalists)
4. What’s that Sound? (Plant Services)
5. Chart Busters (HIM)
6. Critical Captures (Discriminating Imaging)
7. Turn-Around the Turnovers (Human Resources)
8. Shine Champions (Environmental Services)
9. CUS—Culture, Sensitivity, & Infection Investigation (Long Term Care)
10. RAID—Reducing ALL Infections (Pharmacy)
11. WI-FIGHTERS (Information Technology)
12. Gatekeepers (Admissions)
13. Anesthesiologists
14. Box Trolls (Materials Management)
15. Body Mechanics (Rehab)
16. Sheepwalkers (Sleep Lab)

Impact of “Tell Us a Story” Case Management

“The next challenge is to follow-up with a one hour TeamSTEPPS refresh with staff already taught the first year.”

Build a “CULTURE OF OWNERSHIP” TO ENHANCE PATIENT SAFETY AND QUALITY OF CARE

Build the invisible architecture (culture) vs. the external architecture.

Utilized TeamSTEPPS strategies and tools to enhance performance and safety:

Goal: teach 90 percent of all clinical departments.

Maximised our potential and enhanced the skills we already have.

Utilized TeamSTEPPS coaching self-assessment and feedback form to choose the best coaches.

Incentives for ownership.

Use TeamSTEPPS coaching self-assessment and feedback form to choose the best coaches.

“Tell me a story” is the communication tool that the case management team developed for the program to enhance communication.

Bad habits are hard to break.

Good habits are hard to make!