

Zeroing in on zero harm: Quality and safety initiatives

Children's National Hospital



Leveraging Innovation

- High Reliability
- Using Robo-Calls to Reduce Readmissions
- Resolving Safety Issues Real Time
- The Triggers Program

Reducing HACs

- Improving Surveillance of PIVIE
- Surgical Care Unit Achieves 4 Year CAUTI-Free Milestone
- CLABSI Reduction in the Intensive Care Units
- Reducing Pressure Injuries
- Decreasing Codes Outside the ICU
- Surgical Site Infections in Appendectomy Patients
- Unplanned Extubations in the NICU

Commitment to Safety

- Days Away, Restricted or Transferred
- Safe Patient Handling and Movement
- Preventing Violence Injuries
- Blood and Body Fluid Exposure
- Sharps and Needlestick Injuries
- Slips, Trips, and Falls
- Laboratory and Pathology Safety Huddles
- Safety Event Reporting

Spread and Sustainability

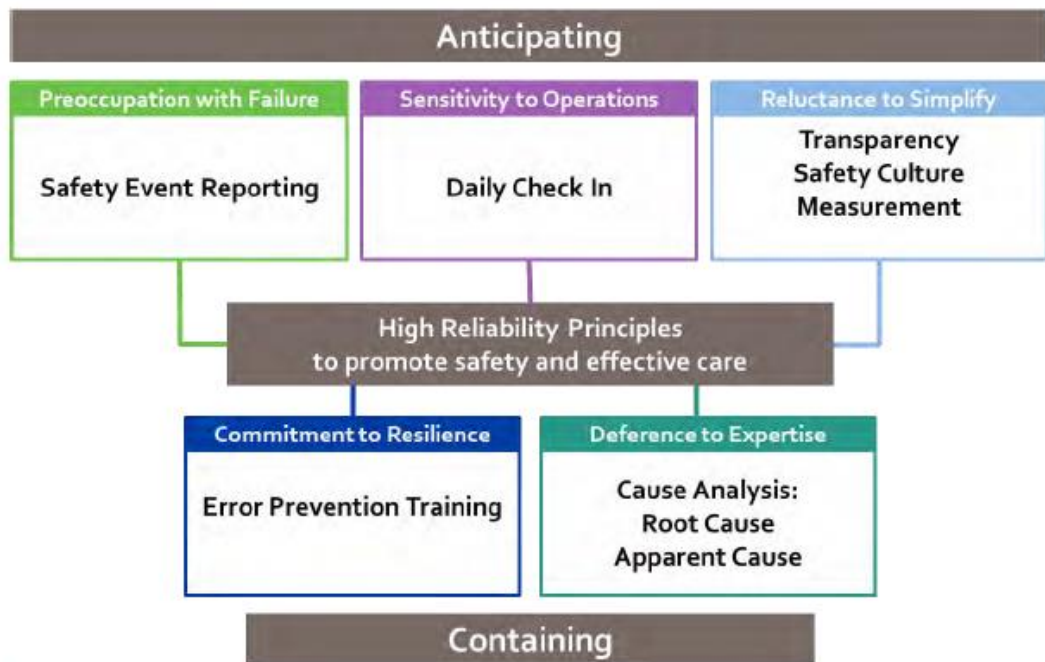
- Spreading Apparent Cause Analysis Findings
- Error Prevention Training Refresh
- Emergency Business Continuity Plan



Children's National.

Key projects implemented at Children’s National to enhance patient care and reduce harm, including:

- **Safety in Numbers:** Recognizing barriers to reporting safety events, Children’s National embarked upon a three-year corporate goal to double the number of safety event reports, ultimately leading to reduction of preventable harm. By promoting staff accountability and using incentives to drive reporting, incident reports more than doubled in a three-year time frame.
- **Moving from Disjointed Spreadsheets to a Real-Time Data Management System** –Tracking hospital-acquired conditions (HACs) requires robust data capabilities, The team recognized opportunities to improve the management of HAC data, leading to the finding that increased real-time awareness of harm events while utilizing existing infrastructure can accelerate harm reduction.



- Improving the Surgical Experience for Children with Autism. Staff at Children’s National found that many patients with autism entering the operating room needed special support to make it through pre-op, complicating their path toward surgery and causing frustration for patients, families and the care team. The team solved this challenge by creating a system to identify patients before they arrived for surgery, which allowed staff to create a safe passage plan for each patient and to achieve better care coordination with all care team members. Titled “Help Me Keep Calm,” the hospital’s program provides a more peaceful and individualized experience for both the patient and his or her family.
- IMPACT Session: Enhancing Psychological Safety to Improve the Safety Climate. Psychological safety around event reporting is a crucial element of safety culture and the ability to voice concerns without reprisal leads to the ideal safe environment.

Resolving Safety Issues Real Time Improving Surveillance of PIVIE

Processes implemented to improve staff safety in violent situations:

- Trained safety attendants in de-escalation
- Security partnering with Psychiatry units’ staff
- Conducted tabletop drills and simulations on aggressive patient response
- Purchased Kevlar sleeves as personal protective equipment

What Parents are Asked During Children’s National Robo-calls

Since you left the facility, would you say your child’s health is better, worse or about the same?

Do you have any questions about your child’s follow-up process or care instructions that we have provided? Say yes or no.

Do you have any questions about any of your child’s medications? Say yes or no.

Has your child’s follow-up appointment been scheduled? Say yes or no