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
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.