

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

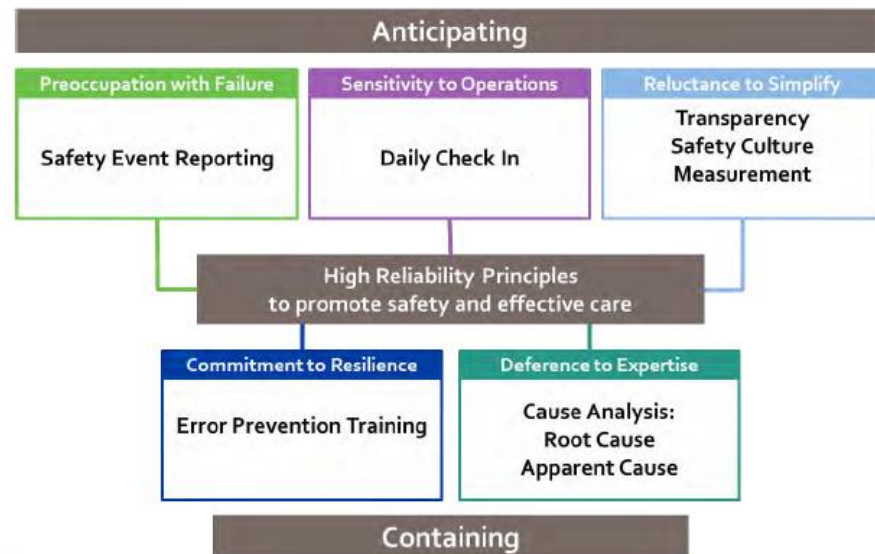
- Improving Surveillance of PIVIE
- Surgical Care Unit Achieves 4 Year CAUTI-Free Milestone
- CLABSI Reduction in the Intensive Care Units
- Reducing Pressure Injuries
- Decreasing Codes Outside the ICU
- Surgical Site Infections in Appendectomy Patients
- Unplanned Extubations in the NICU

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



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