

Zeroing in on zero harm: Innovative quality and safety initiatives from Children's National experts



Resolving Safety Issues Real Time - Daily Check In

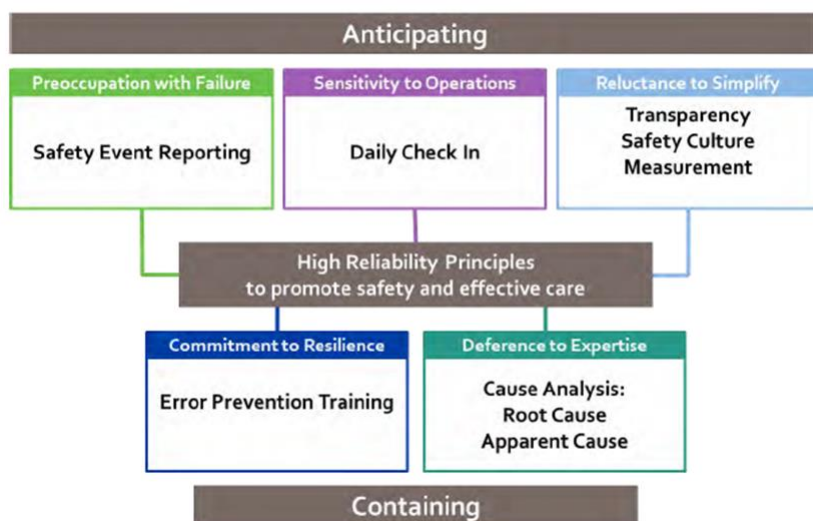
A daily safety briefing for situational awareness and risk identification is a foundational tool for high reliability organizations. Leaders initiated a Daily Check-In (DCI) call in 2011 as a structured report out of clinical and operational areas for the purpose of escalating risks and resolving safety issues. While the DCI call was an effective tool for reporting issues, the process lacked a structure for accountability and closing-the-loop on how issues were addressed. Many participants did not agree that the call promoted real-time resolution of issues. Therefore, in November 2019, the DCI was revamped, and the call transitioned to an in-person huddle format. Facilitated by the Administrator on Call, the process remains a brief, structured report from clinical and operational areas. A new DCI SharePoint site with an Outstanding Issues List is displayed for all to see, and it is reviewed and updated daily to support issue tracking, accountability, and follow-up. Face-to-face dialogue promotes reporting of issues, real-time solutions, and meaningful discussion around safety risks. Since initiating the new process, there has been a 24% increase in participants who report that the DCI is effective in resolving issues in real time.

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



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



The Pediatric Triggers Program

A patient's electronic health record (EHR) is full of data: patient's demographics, vital signs, medications received, providers they encountered, and much more. Modern technology enabled us to use these data to help providers identify how the patient is doing and respond accordingly. On a system-level, making sense of these data becomes important to identify any patterns and trends and conduct improvement work.

