Context and Vision: Patient Safety and Quality at Duke

5th Annual Patient Safety and Quality Conference

January 14, 2010

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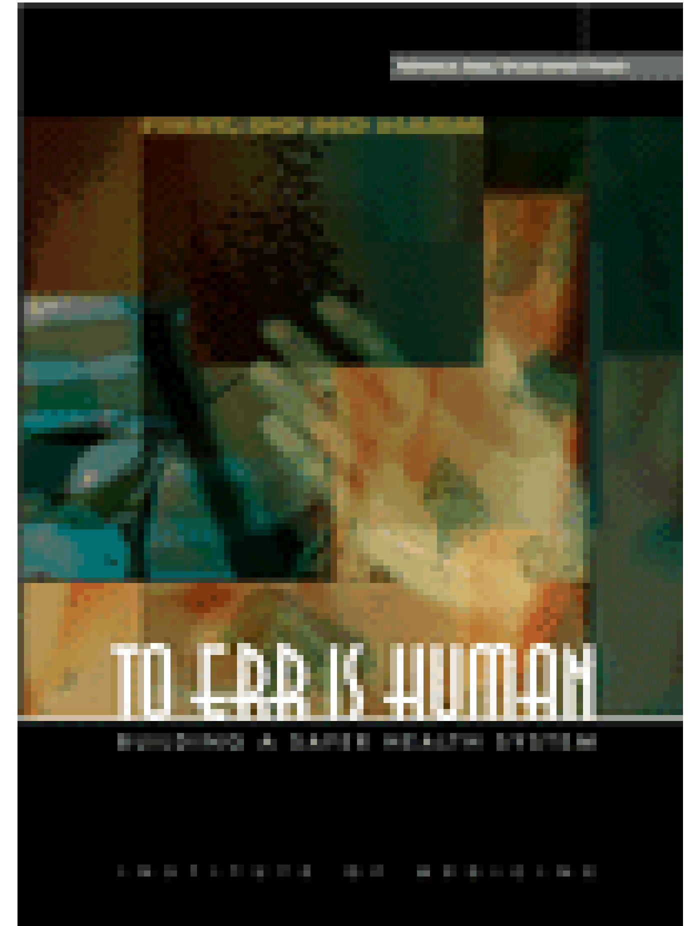
Overview

- Acknowledge history of excellence
- Review our framework to support improvement efforts in safety and quality
- Celebrate accomplishments and successes over the past 5 years across Duke Medicine
- Discuss future goals and priorities

Context for Patient Safety and Quality Care

- History of excellence, yet need for continued improvement in safety and quality
- Patient Safety
  - Identify and mitigate risk, to prevent harm
  - Requires a culture in which *everyone* is committed to and accountable for safety
- Quality
  - Degree to which health care services increase the likelihood of (patient’s) desired health outcomes and are consistent with current professional knowledge



Framework for Safe, High Quality Care at Duke Medicine

- Identify leaders at all levels of organization
  - DUHS Board of Directors, Senior leaders, Departments, CSU, Unit level
  - Provide necessary training and tools
- Develop robust risk identification and mitigation strategies
  - SRS, Safety Walkrounds, RASMAS
- Address systems issues (fix defects)
  - Highly complex system: standardize and simplify
  - IT systems to enhance safety
    - CPOE, EHR, Barcoding, Surveillance
- Create a culture to enhance safety and quality
  - Human Factors, Teamwork and Communication, Accountability and Behavioral Choices, Patient Centric

Leadership and Attributes of the Right Stuff

- Organizations highly successful in safety were also generally successful in operational performance
- Engagement at all levels of the organization
- Understand crucial aspects of human performance
- To continuously improve performance and achieve superior results the organizational culture must change – meaning behavioral change
- They address and align the behaviors of everyone

Krause – Leading with Safety 2005

Safety Leadership Training

- Senior Leaders
  - PSCQ Committee of BoD, Executive Partnerships
  - Physician Leaders, Managers, PSO Training
- Graduate Medical Education
  - Program Directors, Senior Residents, Fellows
  - 1st Fellow, ACR Safety and Quality Fellowship
- Health Professions Schools
  - Core content in patient safety and quality
  - Interdisciplinary teamwork training (SoN and SoM)
  - IHI Open School Chapter
    - Recognized at National IHI Forum
    - Hosting first NC Regional IHI Forum

Risk Identification and Mitigation

- Safety Walkrounds
  - Hospitals
  - Outlying Clinics
  - Home Health
- RASMAS
  - Computerized alert system
  - Nearly 3,000 alerts yearly
  - Drugs, equipment, devices
  - Senior Recall and Response Team
- Computerized Safety Reporting System
  - Over 1,200 reports per month

Risk Identification and Mitigation
SRS: Falls – Injury level and location

Falls by Injury Level and Location

Incident Date Range: On or after Apr 16, 2009 12:00 AM,

NDNQI Severity
Minor
None
Moderate
Major

Number of Falls
0
10
20
30
40
50
60
70
80

A.C.U.
Ambulatory Surgery Center
Capital Orthopedics of Cary
Cardiac Cath Lab
Center for Living - Mohs Surgery / Aest...
Child Development Behavioral Health
Children's Health Center - Other
Children's Health Center - 2nd and 3rd l...
DASC
Diagnostics and Pretesting
Duke Children's Consultative Services o...
Duke Clinic - Duke South Other
Duke Clinic - Radiation Oncology
Duke Clinic 1H - Otolaryngology
Duke Clinic 1L - Neurosciences/Adult Sp...
Duke Clinic 2F/2G - Endocrinology/Pulmo...
Duke Clinic 3J - Wound Management Center...
Duke Eye Center (PACU) Erwin Rd.
Duke Eye Center of Raleigh
Duke Family Medicine Center (Marshall I...
Duke Health Center at Morreene Road (Neu...
Duke Health Center at Roxboro Street
Duke Health Center at Southpoint - Imag...
Duke Health Center of Sanford
Duke Orthopedics of Raleigh
Duke Otolaryngology of Raleigh
Duke Perinatal High-Risk OB Clinic
Duke Primary Care Creedmoor Road
Duke Primary Care Pickett Road
Duke Urgent Care Center - Hillandale Ro...
Emergency Dept - Clinical Evaluation Un...
Family Medical Associates of Durham
Hematology Oncology Clinic
Hemodialysis Unit Morreene Rd
Hillsborough Family Practice
Hospice - Patient's Home
Hospice at Hock Family Pavilion
Hospital Grounds
Lenox Baker -PT
Metropolitan Durham Medical Group
N21
N31
N33
N42
N51
N53 Intermediate
N58
N63
N72
N77 Overflow
N77P
N81
N91
N93
North Carolina Orthopaedic Clinic
Nursing Unit - Fourth Floor
Other
Outside Location
Patient Registration - E.R.
Radiation Oncology
Radiology
Rehab Services - Outpatient
Telemetry
Unit 4-1
Unit 5-1
Unit 5-2 (Chest Pain Observation Unit)
Unit 6-1
Unit 7-1
Unit 7-3
Unknown
Weight Loss Surgery Center
Wound Center

Location

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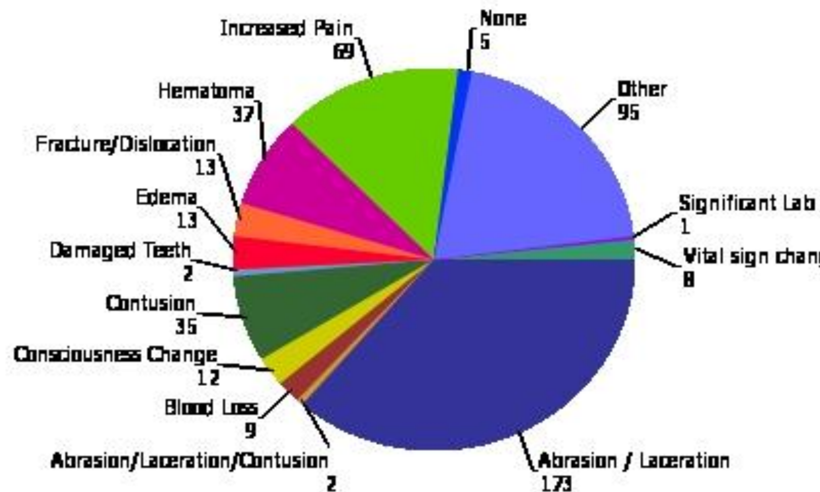
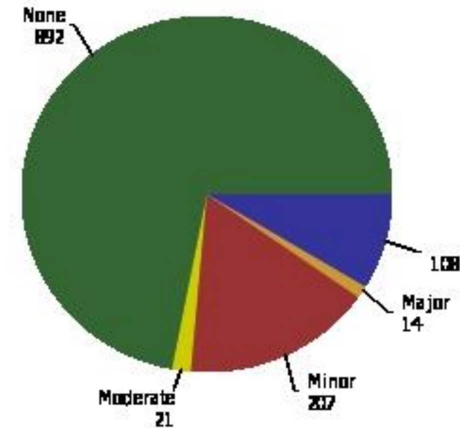
SRS: Falls – Type and Severity





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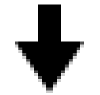
Durham Regional Hospital

Patient Falls With Injury per 1000 Pt Days



Better

1.5
1.25
1
0.75
0.5
0.25
0

2007-03 2007-09 2008-03 2008-09 2009-03 2009-09

Actual Current Target Trend

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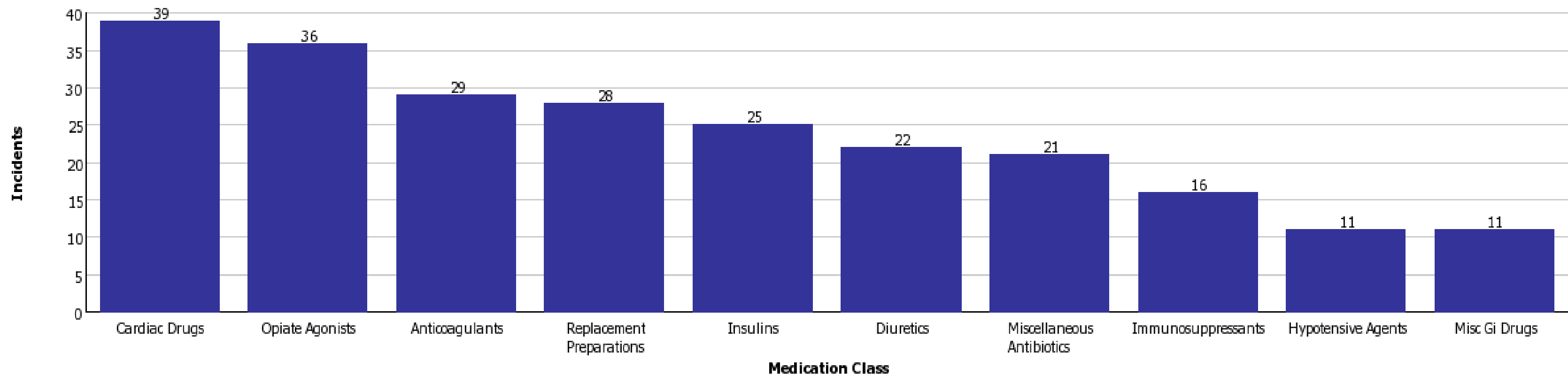
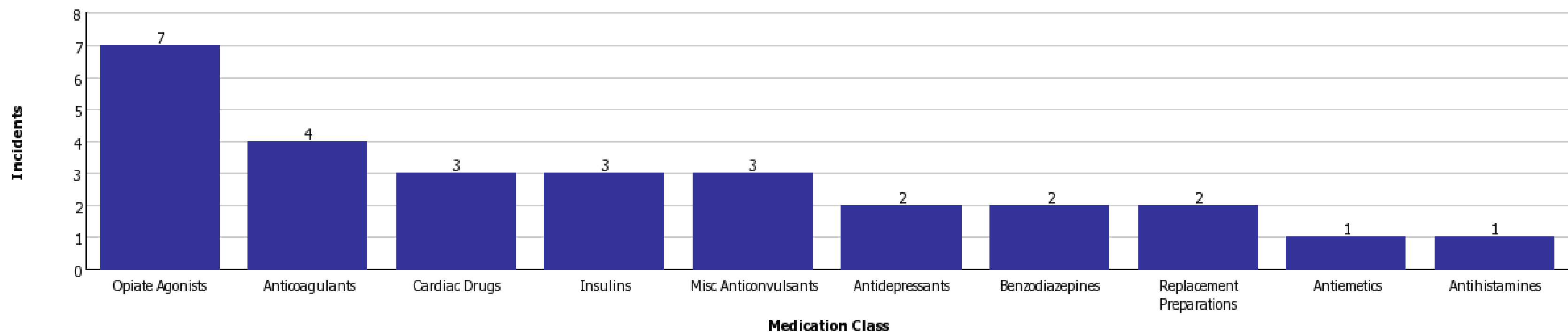
Risk Identification and Mitigation: SRS: Medication Events





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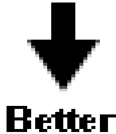
Duke Raleigh Hospital

Med Safety: Total Preventable ADEs With SI > 2 as a % of Total ADEs



0.08
0.07
0.06
0.05
0.04
0.03
0.02

2007-03 2007-09 2008-03 2008-09 2009-03 2009-09

Actual Current Target Trend

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Systems Issues

- Implement IT safety systems
  - Computerized SRS
  - CPOE, EHR
  - Automated Surveillance
  - Bar Coding, Smart Pumps
  - Patient Portal
- Standardize, simplify, learn from defects
  - Implement best practices
  - Use of checklists
    - CA-BSI Bundle

Why we need checklists

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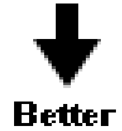
Infection Control: Catheter Associated Bloodstream Infections



7.5
6
4.5
3
1.5
0

2008-01
2008-07
2009-01
2009-07
2010-01

Actual
Current Target
Trend

Culture: Teamwork, Communication and Behavioral Choices

- National training site for TeamSTEPPS
  - Nearly 100 Master Trainers at Duke
  - Master Trainers from 44 institutions in 20 states
  - Effective communication; Environment of mutual respect
- Safe Choices
  - DUH: 1,700 staff and faculty have participated
  - 2010: spread across DUHS
- Just Culture
  - 25 Trainers
  - Standard algorithm used during event review
    - Focus on accountability but avoid blame
- Transparency and Disclosure

Patient Centered Culture

- Patient Advocacy Council
  - Created in 2006
  - 14 members, >1000 hours service
- Activities
  - Patient portal
  - Condition H
  - TeamSTEPPS for patients and families
  - Patient-centered care for students and trainees

Patient Advocacy Week

April 12 - 18, 2009 www.shca-aha.org

Celebrating the heart of our hospitals

Measuring our Progress: CMS Publically Reported Measures

Duke University Health System
EBCS Progress by DUHS Fiscal Year

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Diabetes “Perfect Care”

DPC: DM Perfect Care
A1C<7, LDL<100, Non-Smoker, Aspirin,BP<130/80

0.16
0.14
0.12
0.1
0.08
0.06
0.04
0.02
0

Jul-07, Aug-07, Sep-07, Oct-07, Nov-07, Dec-07, Jan-08, Feb-08, Mar-08, Apr-08, May-08, Jun-08, Jul-08, Aug-08, Sep-08, Oct-08, Nov-08, Dec-08, Jan-09, Feb-09, Mar-09, Apr-09, May-09, Jun-09

*Aug 2007- March 2008 Collaborative w/ Cincinnati Children's
*2008 NCQA Certification Obtained

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Draft

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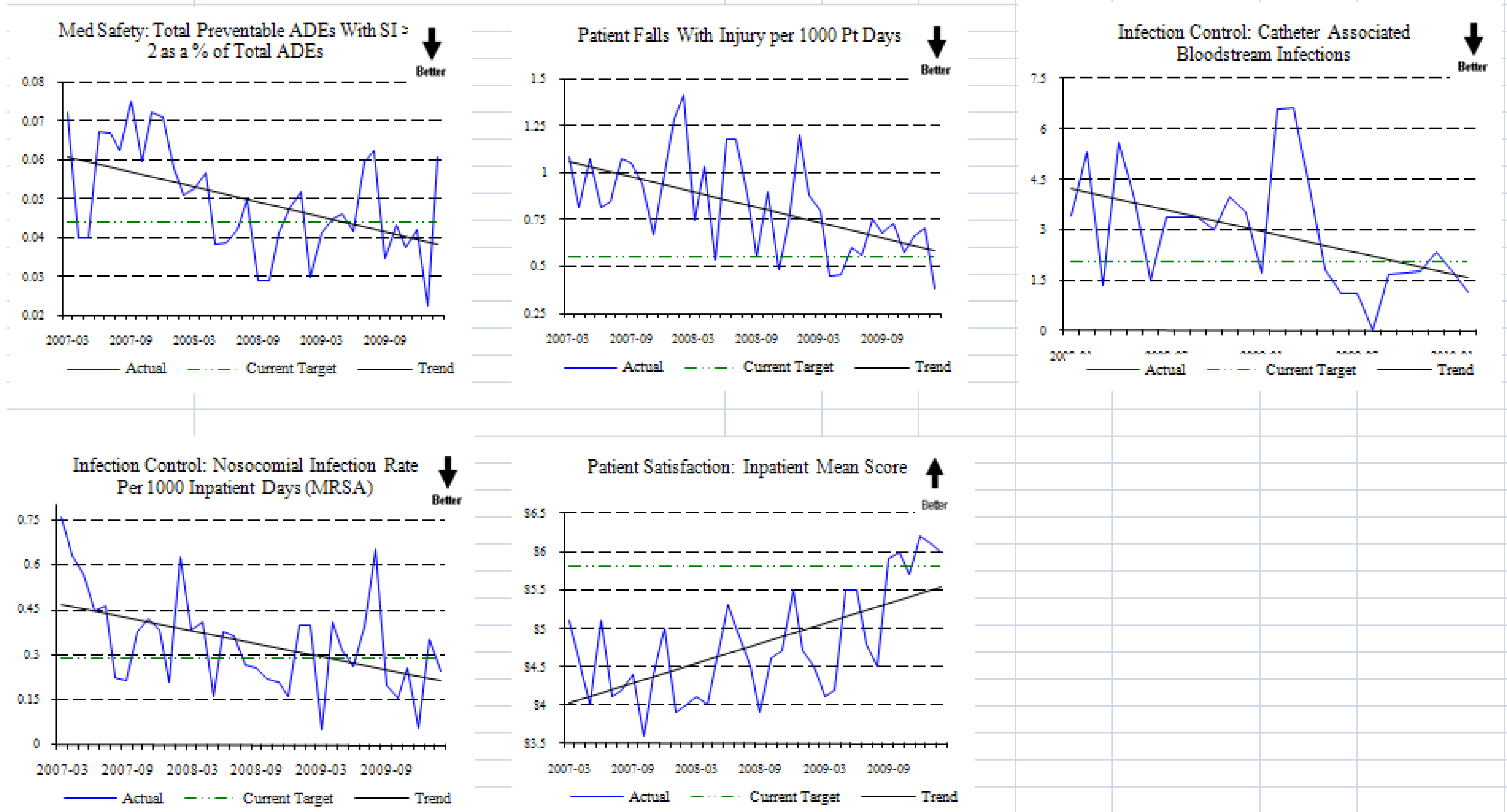
Thru FY10-02

Patient Safety & Quality Summary Report - DUH Critical Success Factor Trends



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Duke Medicine Quality & Safety Web Site dukehealth.org/quality

- 22,921 pageviews (Jan-Oct 2009)
- 85% increase in traffic in 10 months
- Silver Award for "Best Quality & Safety Communication," 2009 eHealthcare Leadership Awards

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DukeHealth.org

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Quality and Safety

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Patient Care Quality and Safety | Performance Measures | Safety and Quality Awards | Improvement Initiatives | Contact Us with Concerns

Patient Care Quality and Safety

At Duke University Health System, we pledge to provide you with the highest quality health care and to maintain a safe environment. Explore the information in this section to see ways in which we strive to ensure safe, quality care for every patient we serve.

Performance Measures

See how we compare with national and state averages on quality measures:

- Heart Attack

Quality Stories

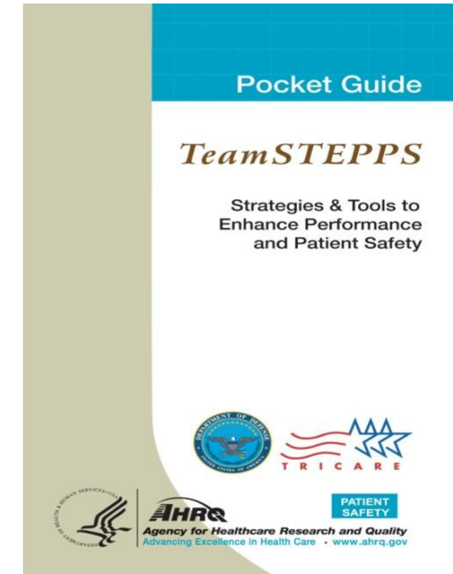
Read how our quality and safety efforts affect you and our patients.

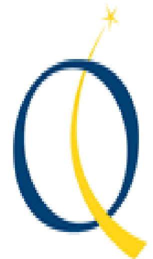
A NICHE for Geriatric Nursing Care

Helping Uninsured

Leading in safety and quality

- IOM Committees
- NPSF Board of Directors
- TJC Pediatric Patient Safety Panel
- NQF Panel for PSO Common Formats
- Josie King Foundation Board of Directors
- IHI Faculty
- DoD, AHRQ National Training Site
- ACR First Annual PSQ Fellowship
- DUH 2009 AHA - McKesson
  Quest for Quality Citation of Merit
- Award winning abstracts from DUHS!





American Hospital Association–McKesson

Quest for Quality Prize®

Hospitals in Pursuit of Excellence

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Looking to the Future: Duke Patient Safety Center

- To help individuals, clinical areas, hospitals, ambulatory centers and others who want to improve quality and patient safety. We aim to:
  - Spread best practices inside and outside Duke University Health System
  - Generate new knowledge
  - Bring joy back to work
- We work to develop and support quality and safety related roles, committees, training, tools, research, strategies, data and other resources through our interdisciplinary team. We strive to balance the clinical, administrative, psychological, spiritual and service needs of our organization, our frontline workers and the patients that we serve.
  - **www.dukepatientsafetycenter.com**

Dr. Bryan Sexton

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