

## DoD Tri-Service Survey on Patient Safety 2005/2006 to 2008

### 7 Steps of Action Planning

- Understand Your Survey Results
- Communicate and Discuss the Survey Results
- Develop Focused Action Plans
- Communicate Action Plans & Deliverables
- Implement Action Plans
- Track Progress & Evaluate Impact
- Share What Works

### Patient Safety Improvement Practices

- Event Reporting and Non-punitive Culture
  - Educating Staff About Medical Events and Event Reporting
    - Event Reporting Survey and Follow-up Visits
    - Regular Event Reporting Meeting
    - Web-based Training
    - Presentations of Sentinel Event Cases
    - Committee Review of Events
  - Maintaining an Open Door Policy About Reporting
  - Making Event Reporting Convenient and Easy
    - New Patient Safety Event Reporting System
    - Electronic Event Reporting Upgrade
    - Reporting Process Improvements and New Event Tracking Database
  - Creating a Non-punitive Reporting Environment
    - Spotlight on Just Culture
    - Spotlight on the Substitution Test
    - Awards for Reporting
  - Providing Feedback and Communicating Lessons Learned
    - General Feedback on Lessons Learned
    - Implementation of Changes to Prevent Reoccurrences
- Handoffs and Transitions
  - Using Handoff Communication Tools
  - Spotlight on I Pass the Baton
  - Spotlight on SBAR
  - Identifying and Improving Handoffs and Transitions
- Teamwork
  - Cross Training and Use of Universal Protocols
  - Implementing a New Way of Doing Rounds
  - Implementing TeamSTEPPS
- Management Support for Patient Safety
  - Ensuring Leadership Support
  - Establishing a Patient Safety Program Manager
- Staff Engagement /Ownership
  - Establish Formal Patient Safety Committees
    - Patient Safety Has Many Faces, Not Just the Patient Safety Office

- Patient Safety Advisory Groups
- Spreading Ownership Through a Peer-to-Peer Approach
  - Doctor-to-Doctor Communications
- Recruiting Facility Experts as Patient Safety Champions
  - The importance of Patient Safety Champions
- Involving Staff From all Levels
  - Using Non-supervisors on Tracer Teams
  - Getting Junior Staff Involved
  - Responding to The Joint Commission Alerts
- Rewarding Participation and Patient Safety Tasks
- Raising Staff Awareness of Patient Safety
  - Conducting Short “Pulse” Surveys
  - Conducting Leadership Rounds
  - Orientation and Other Staff Training
    - Patient-Safety-Related Training
      - Communication Openness
      - Monthly Classes
      - Just-In-Time Training
      - “Passports” for Training Sessions
    - Patient Safety Awareness Week Activities
    - Promoting Patient Safety

#### Other Improvement Issues

- Group Workouts
- Flow Charts
- New Nursing Care Program
- Microsystems Training
- DoD Patient Safety Resources