

# Patient Safety in the AMEDD...

what you need to know in 5 minutes or less.



MAY 1  
2011

## Patient Safety Monthly Newsletter

### Establishing a Just Culture

The MEDCOM Patient Safety Center assembled a team of 22 people last month to attend the Just Culture Public Course presented Mr. David Marx, JD, founder of the Just Culture methodology. The team included MEDCOM Patient Safety and Risk Management staff, each RMC Patient Safety representative and DENCOM leaders. The four cornerstones of Just Culture include: (1) Create a Learning Culture (2) Create and Open and Fair Culture (3) Design Safe Systems and (4) Manage Behavioral Choices. The team plans to develop an implementation strategy to incorporate the Just Culture concepts across the AMEDD.

### TeamSTEPPS® News

The Surgeon General approved the full deployment of TeamSTEPPS across the AMEDD. An OPORD was developed and should be published shortly. The OPORD outlines the plans for RMC TeamSTEPPS Train the Trainer. WRMC kicked off the regional training with its Train the Trainer in December and PRMC followed in March. All RMCs will have completed the Train the Trainer by August 2011.

Typically, following the Train the Trainer event, the TeamSTEPPS Change Teams create their full facility implementation plan and start the MTF training. We all know that training alone does not change a culture. The goal of TeamSTEPPS medical team training is to produce high performing teams. In order to do this, we will work on ways to make the leap from training to TeamSTEPPS culture integration into all our processes.

We have many examples of teams that have hardwired these processes: Fort Myer's Radar Clinic, Dewitt ACH's OR, Kenner ACH, Heidelberg MEDDAC, Madigan AMC to name a few. We are looking for best practices related to TeamSTEPPS to share in our newsletter. If you would like to share your facility's story with us, please send it to the MEDCOM PSC group and we will include it in our newsletter!

### Hails and Farewells

**Welcome:** Ms. Danielle Cosseboom, Korea MEDDAC, Mr. James Nix, Blanchfield AMC, Ms. Nancy Hontz, Brooke AMC, and Ms. Yvette Jefferson, Walter Reed AMC.

**Fairwells:** Mary Chase, Korea MEDDAC, Sonja Holloway, Guthrie AHC, and Ms. Kimberly Richards, Blanchfield ACH.

### Patient Safety Reporting Systems

We want to remind all when submitting a PSR Help Desk tickets, it should be submitted to mhssc@timpo.osd.mil and not the USAMITC Enterprise Help-Desk. The trouble tickets will eventually get routed PSR Tier3 but it will delay the process in resolving the issue.

Regarding PSR data; there are a large number of reports missing the Event Closed date. We are in the process of exporting the PSR data on a regular basis but it makes it difficult to account for every record if the Event Closed Date is missing. Please make sure to include the Event Closed Date so we can provide PSMs with the most accurate reports.

### Dental Command Patient Safety

The Fort Lewis DENTAC, under the command of COL Bob Shakespeare, trained all their E5's to become TeamSTEPPS trainers in an effort to support front line staff in sustaining the program. Ms. Katy Baker, Dr. James Newman and Ms. Kathy Redding set up a productive and motivational training session. The team continues to move forward with program sustainment and coaching.

PRDC held their training in Seoul, Korea. COL Ball, PRDC Commander, challenged his team to move their program to a regional level. Leading the way is PRDC's Team, regional PSO and Hawaii team, LTC Todd Kimura, Ms. Arleen Koki, MAJ Andy Gilbert, MAJ Rachele Retoma, Dr. Song Orchowski, SGT Will Rogers, Ms. Elena Ogata. From Japan, the PS team includes, Mr. Darren Wade, Ms. Ikuko Suzuki. Hosting and supporting the training efforts were CPT Michael Sunwoo and Ms. Joohee Lee, both PSO and manager for DENTAC Korea. Great strides are being made in sustaining and building PRDC's core team and successfully, they are changing their PS culture.

As sustainment moves forward in DENCOM for both PS and TEAMSTEPPS, Ms. Hennie Ellis has teamed up with Robbie Sjinin to support this huge effort.

PSRS training continues, and SRDC, WRDC and Hawaii DENTAC received training in April.

**Correction:** The 2nd place poster in the Medical General PS Subject category "Prevent Suicide" was incorrectly attributed in the April newsletter. The poster was submitted by Walson Medical Support Element of Keller ACH.

## "America's premier Patient Safety Program inspiring trust in Army Medicine"

### Upcoming Events

National Patient Safety Congress	May 25-27, 2011
JCR Annual Conference	June 8-10, 2011
AMEDD Patient Safety Conference	August 2-5, 2011