



# PATIENT SAFETY

IN THE AMEDD



**1 May 2013**

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### *National Patient Safety Awareness Week March 2013*

National Patient Safety Awareness Week was observed this year from 3-9 March. Our facilities presented all types of activities to educate and inform staff and patients on the importance of Patient Safety year round.

At Fort Leonard Wood ACH, they created a large banner



and then had the hospital staff sign the banner to signify that they were committed to 365 days of safe health care.

The Fort Gordon Dental Activity observed NPSAW by creating a display used during their Dining Out to celebrate the



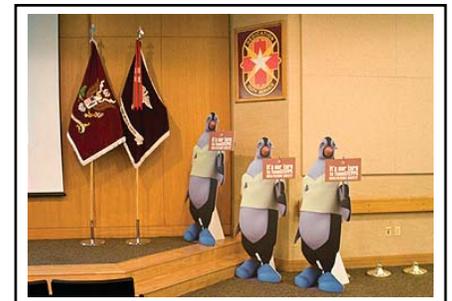
102nd Anniversary of the Army Dental Corps on 8 March 2013. Along with various handouts they



presented posters for the poster contest.

The SAMMC Patient Safety staff kicked off NPSAW with presentations by various departments; remarks by the Commander and CPT Gwendolyn Godlock SAMMC PSM, presented "Fred the TeamSTEPPS Champion".

Fred is a 5 foot 5 inch penguin that will be presented to leaders in selected clinical and non-clinical departments. They will



display the penguin in their area for 25 days.

*Continued on page 2 NPSAW*



The Patient Safety program conducted its annual poster design contest. The first place winners are displayed in this issue. More posters will be displayed in future editions. You can also view the winning posters on our website.

We recognized the need for awareness of Patient Safety in our care by highlighting activities and presenting materials to educate ourselves for 7 days in March. Now we must remember to commit ourselves to Safe Patient Care for all 365 days of the year.

### **PSR- Email Notification**

AMEDD migrated to the DISA Enterprise Email address, we need to make changes to the email notifications in PSRS. The AMEDD Outlook email accounts will be turned off between OCT and NOV 2013. We have six months to make the changes but, please do not wait until the last minute.

Please submit the email change requests to mhssc@tma.osd.mil with the following information: Name; Current email in PSR; and new DISA Enterprise email address. We suggest sending the changes in bulk instead of one at a time.

### **Upcoming Educational Opportunities**

The next DoD Basic Patient Safety Managers Course will be held 13-17 May 2013 at the Defense Health Headquarters (DHHQ), Falls Church, VA.

The last course for 2013 is tentatively scheduled for 9-13 Sept 2013. All requests for attendance must be approved by the Service Representative. Primary attendees are new PSM/PSOs.

**Targeted Solutions Tool** From: TJC ([www.jointcommission.org](http://www.jointcommission.org))



Developed by the Joint Commission Center for Transforming Healthcare, the Targeted Solutions Tool™ (TST) is a unique online application that helps Joint Commission accredited organizations solve some of the most persistent health care quality and safety problems.

The TST is easily accessible on Joint Commission Connect™, accredited health care organizations' secure extranet. The TST uses a step-by-step process to guide organizations in accurately measuring their actual performance, identifying their barriers to excellent performance, and then directing them to proven solutions that are customized to address each organization's particular barriers.

This free tool also provides tips for sustaining a comprehensive improvement process. The TST tool is currently available for three projects:

**Hand Hygiene** – The TST has collected over 400,000 hand hygiene observations and data collected demonstrates that health care organizations are significantly improving their hand hygiene compliance rates throughout the United States. Some organizations have even linked use of the TST to a reduction in health care-associated infections.

**Wrong Site Surgery** – The TST was created to help organizations identify, measure and reduce risks in key processes that can

contribute to a wrong site surgery. These risks are evaluated across the organization's surgical system, including scheduling, pre-operative and operating room areas.

**Hand-off Communications** – This tool looks at defective hand-offs and helps organizations implement and identify solutions to improve their performance. Use of this tool can lead to an increase in patient and family satisfaction, staff satisfaction, and successful transfers of patients.

### **Just Culture: A Big Hit**

By Dr. Cheryl Brown



MEDCOM and Outcome Engenuity, a Dallas-based risk management firm, partnered together for five, 2-hour "Just Culture" webinars during March 2013. David Marx, JD and CEO of Outcome Engenuity, works with high consequence industries that are, "framed by the right systems of learning, the right systems of justice.... [they] can design systems and help humans make the choices in those systems that produce better outcomes, at the individual, local, and societal level" (*Just Culture, 2013*). Ms. Ellen McDermott, attorney and former Army Military Police, featured speaker, focused on design laws, values and expectations, system design, behavioral choices, learning systems, and justice and accountability. Over 250 participants, medical and dental, worldwide, logged into the webinars with numerous, positive responses that followed. Stay tuned for future information re: webinars and obtaining algorithms.



**National Patient Safety Awareness Week Poster Contest Winners**

Congratulations to all of the winners and thanks to all who submitted posters. There were a lot of great posters and it was a very close contest. We have enclosed the winners, but many of the posters submitted will appear on the website and in the newsletter. Feel free to reproduce and use in your organizations.

Medical Safety Poster Design - There were 28 General Patient Safety and 19 theme related poster designs submitted for a total of 47 entries.

**MEDICAL THEME RELATED:  
1st PLACE - JAPAN MEDDAC**

**MEDICAL GENERAL PATIENT SAFETY:  
1st PLACE - MARTIN ACH**



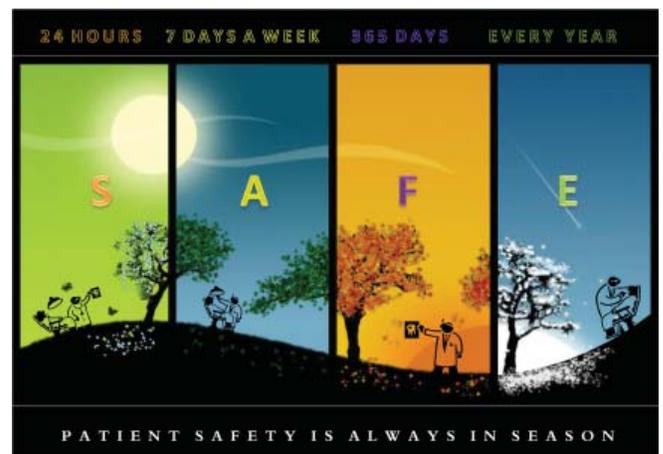
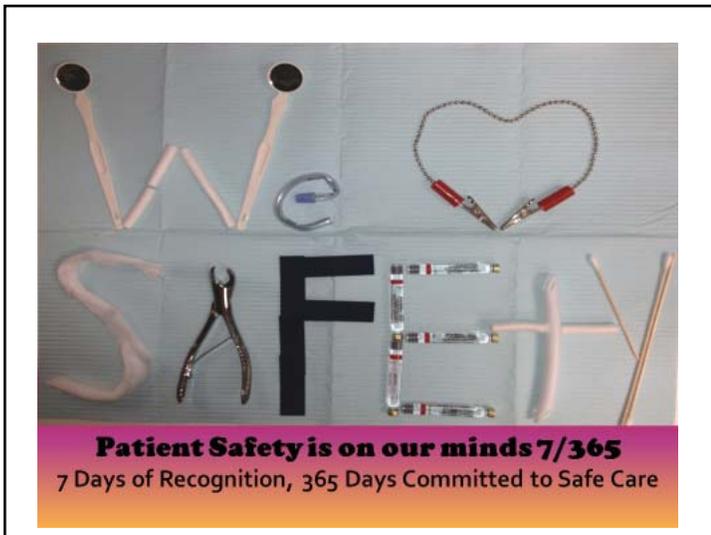
**2nd PLACE - MARTIN ACH  
3rd PLACE - IRWIN ACH**

**2nd PLACE - RW BLISS AHC  
3rd PLACE - CR DARNALL AMC**

Dental Safety Poster Design - There were 61 General Patient Safety and 44 theme related poster designs submitted for a total of 105 entries.

**DENTAL THEME RELATED:  
1st PLACE - LANDSTUHL DENTAC**

**DENTAL GENERAL PATIENT SAFETY:  
1st PLACE - FORT GORDON DENTAC**



**2nd PLACE - HAWAII DENTAC  
3rd PLACE - HAWAII DENTAC**

**2nd PLACE - KOREA DENTAC  
3rd PLACE - FORT CARSON DENTAC**



## PS Educational Opportunities

### DoD Patient Safety Program News and Publications

<http://www.health.mil/dodpatientsafety/News.aspx>

### Products and Services

<http://www.health.mil/dodpatientsafety/ProductsandServices.aspx>

### The Joint Commission Education Resources

<http://store.jcrinc.com/>

### Mosby's Nursing Consult: AMEDD Virtual Library US Army Medical Command

<http://www.nursingconsult.com/nursing/index>

### DoD/VA Shared Learning (Look for Grand Rounds)

<https://mhslearn.csd.disa.mil/ilearn/en/learner/mhs/portal/dod.jsp>

## TapRooT® Hints

Root Cause Tip: What is “Behavior” and is it a “Cause” of an Accident?

TapRooT® helps the investigator to go beyond the symptoms (the behaviors) and to find the root causes that management can fix. Some of the most difficult behaviors to fix are those so strongly ingrained in the organization where people can't see any other way to work.

For example, the culture of cost saving/cutting at BP was so ingrained, that even after the explosions and deaths at the Texas City Refinery, BP didn't (couldn't?) change it's culture – at least not in the Gulf of Mexico exploration division – before they had the Deepwater Horizon accident. At least that is what I see in the reports and testimony that I've reviewed after the accident.

And with smaller incidents, it is even harder to get some managers' attention and show them how they are shaping behavior. TapRooT® tries to provide guidance by analyzing human errors that lead to true root causes (not just symptoms).

[Posted: March 13th, 2013 in Accidents, Human Performance, Performance Improvement, Root Cause Analysis Tips, Root Causes - [www.taproot.com](http://www.taproot.com)]

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# *“Working Today for a Safer Tomorrow”*

Please send us your newsworthy information to be included in future editions of the Patient Safety newsletter. Give us the who, what, when, where and why and we will add it after editing. The POC for newsletter items is LTC Cindy Renaker.

