

Team Safety Training



Chasing
Zero

The logo for 'Chasing Zero' features the word 'Chasing' in a bold, dark grey sans-serif font. Below it, the word 'Zero' is written in a large, blue, stylized font. To the left of the 'Zero', there is a silhouette of a runner in mid-stride, with several horizontal lines behind it suggesting speed and motion.

ELIMINATING HARM AT UMMC

Objectives

1. Learn what is a **safety concern** at UMMC
2. Learn **how to report** safety concerns
3. Learn **what you should do** if faced with a task you are uncertain how to complete

“Safety as a core value”



Kevin Cook
Chief Executive Officer

Welcome to the Team Safety Training and safety education program at University of Mississippi Medical Center.

At our organization, we are in a race to eliminate harm, hence our “Chasing Zero” slogan.

Because you work on our campus, you play a role in this journey. The following slides will tell you more about what you can do to help keep our patients safe.

Did you know, that medical errors are a BIG problem?



Two Boeing 747s would have to crash **every week** to equal the number of Americans who die annually in US hospitals due to medical errors.

¹1999 IOM report, To Err is Human: Building a Safer Health System

²2003 NEJM

³2007 Joint Commission Report

Let's break it down....

- A Serious Safety Event occurs approximately once a day.
- Hospital acquired infections occur approximately every day.
- Delays in treatment cause significant harm approximately every 4 days.

Types of safety events



Here are some example of safety events you may observe or be a part of.

You are collecting the trash from a room and discover a needle in the bag.

Or you are pick up a food tray and there is medications left on the tray.

Or what if you see a visitor fall?



At UMMC we are responsible to keep everyone safe and this includes patients, staff (contracts and vendors) as well as our visitors.

What should be reported?

- Unsafe conditions
- Patient safety issues
- Near miss events
- Behavioral events
- Work place violence
- Visitor events

**Timely reporting
is essential**



It is important to investigate in real time, delays in reporting will cause delays in investigating and could result in another similar event.

How do you report a safety concern?

- Report to your supervisor
- Call a Hotline
- Enter an I-CARE event

Call to report any concerns

Safety Hotline



601-815-8884

You can enter an event anonymously

If you have access to the UMMC Intranet -

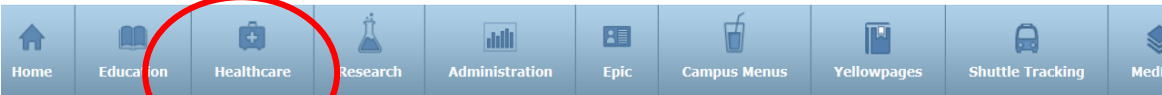


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ELIMINATING HARM AT UMMC

Days since last serious safety event: 26 day(s), 21 hour(s), 40 minute(s), 15 second(s)

Longest period between events is 59 days.

Clinical News

Enterprise Quality Scorecard
November 30, 2018

Safety / Quality

Employee Search

Enter First Name, Last Name, Employee #, Phone #, Title or Department

Featured News

2018 AHRQ Culture of Safety Survey Results

Healthcare Links

- Consent - English
- Contact U - On Call Scheduling
- Email
- Healthstream
- I CARE Report
- Kronos
- Lawson
- Micromedex

If you use the I-CARE system - this is how you will access it.

1. Open the UMMC Intranet on the Healthcare tab (red circle below).
2. Then click on the I-CARE link (red oval below).



How to Enter an I-CARE?

UHC Safety Intelligence: Event Report

If you have any questions or require assistance with completing this form please contact your on-site administrator.

Jackson Campus: Elizabeth Toony - etoony@umc.edu
Grenada Campus: James Caldwell - jccaldwell@umc.edu

Generic Event Reporting Form

Event Basics

* **Event Relates to:** Patient
This answer affects your Event Type choices

* **Event Type** ?
CLICK HERE to see a list of available event types

Location of Event:
Location of the Event

Event occurrence date (MM/dd/yyyy) ?

Date Reported 03/20/2018

People affected by the event

* **Type**
For the primary person affected: the response here should match the response above for "Who was affected by the event?"

* **MRN**
Enter MRN first, then click search.
Click "Choose" by the correct patient and the fields below should populate.*

* **Date of birth** (MM/dd/yyyy)

* **Gender**

Add another

Only 10 brief questions

Only required to answer the asterisk questions

You can enter an event anonymously

Who Reports?



We all report!

Have a questioning attitude!

Everyone Supports a Questioning Attitude

I will question!

I will welcome being questioned!

This is the No Fear Zone. Don't let the fear of embarrassment, payback, and the fear of being wrong stop you from asking questions when you have concerns.

Asking questions and being questioned is how we learn.

When one has the confidence to ask questions freely is when learning occurs. This questioning attitude also helps to strengthen teamwork.

As you saw in the bird video it is essential to speak up - if either the bird or the uncle had spoken up tragedy would have been avoided!

If you are ever unsure



DON'T move forward in the face of
UNCERTAINTY

- If you are uncertain about what you are to do...
- If you have questions...
- If someone raises a concern or question...

Stop and Resolve



- STOP
- Get the right person to help you
- Resolve your concerns before moving forward

Let's all keep the patients safe

Each individual must act and believe that...

Safety Starts with ME!

Final thoughts

What do patients want...

1. Keep me safe
2. Heal me
3. Be nice to me



...*IN THIS ORDER*

Every person in this organization plays a part in these 3 needs. Think about how you can make a difference to keep everyone safe at UMMC



If you have any questions -
Reach out to the Risk Management Department at
601-815-1994

Test Questions

1. What is the UMMC core value?
 - a. Quality
 - b. Cost
 - c. Safety
 - d. Patient Satisfaction

Test Questions

2. What should be reported as a safety concern?

- a. Unsafe conditions
- b. Good catch events
- c. Visitor events
- d. All of the above

Test Questions

3. How do you report a serious safety event?
- a. Report to supervisor or enter an I-CARE
 - b. Phone a friend
 - c. Don't report it, someone else will
 - d. All of the above

Test Questions

4. What should you do if asked to perform a task you are unsure how to do?
- a. Ignore the request
 - b. Do the task anyway, as you can figure it out as you go
 - c. Stop and get the right person to help
 - d. I don't know what to do in this situation

Test Questions

5. Who does safety start with?
- a. Safety starts with leadership
 - b. Safety starts with me
 - c. Safety only applies to my boss
 - d. Safety is not an issue