Reducing Serious Safety Events in the Children’s Hospital

Rebecca Ciaburri, RN
Performance Manager
Yale New Haven Children's Hospital

Matthew Grossman, MD
Quality and Safety Officer
Yale New Haven Children’s Hospital
<table>
<thead>
<tr>
<th><strong>Opened</strong></th>
<th>1993</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Beds</strong></td>
<td>222</td>
</tr>
<tr>
<td><strong>Employees FTE</strong></td>
<td>1,200</td>
</tr>
<tr>
<td><strong>Pediatric Medical Staff</strong></td>
<td>650</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Two Inpatient Campuses</strong></th>
<th><strong>Yale New Haven Hospital, Bridgeport Hospital</strong></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Specialized Inpatient Units</strong></th>
<th><strong>Medicine/Cardiology</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Level III and Level IV Neonatal ICU’s</td>
<td>Bone Marrow Transplant</td>
</tr>
<tr>
<td>Pediatric ICU</td>
<td>Solid Organ Transplant</td>
</tr>
<tr>
<td>Hematology/Oncology</td>
<td>Surgical Specialties</td>
</tr>
<tr>
<td>Neurosciences</td>
<td>Medical Specialties</td>
</tr>
<tr>
<td>Child Psychiatry</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Ambulatory Network</strong></th>
<th><strong>Cardiac Center, incl. Cath Lab</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Centers: New Haven (2), Norwalk, Trumbull, Greenwich, Old Saybrook</td>
<td>Infusion Center (3)</td>
</tr>
<tr>
<td>Primary Care Centers: New Haven (2), Hamden, Bridgeport</td>
<td>Pediatric Radiology Center, incl. MRI</td>
</tr>
<tr>
<td>Treatment Centers: New Haven (2), Trumbull</td>
<td>Burn Center</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Dedicated Facilities and Programs</strong></th>
<th><strong>Other Programs</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pediatric Emergency Department</td>
<td></td>
</tr>
<tr>
<td>Operating Room Suites (7)</td>
<td></td>
</tr>
<tr>
<td>Critical Care Ground and Flight Transport</td>
<td></td>
</tr>
<tr>
<td>Level I Trauma Center</td>
<td></td>
</tr>
</tbody>
</table>
AIM Statement

To decrease the number of Serious Safety Events (SSEs) to ≤2 per year or a SSE rate of ≤ 0.2 per 10,000 adjusted patient days within 4 years from 2013-2016.
Key Driver Diagram
Reducing Serious Safety Events in the Children’s Hospital

**SMART Aim**

To decrease serious safety events by 80% over a 4-year period

**Global Aim**

To make the Children’s Hospital safer.

**Key Drivers**

- Identify all safety events
- Develop a culture of safety
- Staff and provider engagement in safety
- Resolve all safety events
- Proactively detect latent safety threats

**Interventions**

- Categorize all safety events using HPI methodology
- HRO training of all staff
- Standardized/Expert root cause analysis
- Run simulations in high risk areas: ED, ORs and ICUs
- Morning safety report with assigned follow-up on all events
- Feedback to each unit with resolution of safety concern reported
- Thank you emails to staff member when an event is reported
- Letters to staff who made a great catch from SVP
- Development of safety coach program
- Linking of every safety event to preventative CHAMP behaviors
- Perform common cause analysis on thematic events
- MVP program to recognize high achievers in great catch program
Interventions
Changing the Culture

https://vimeo.com/256421423
Outcomes
Categorize all events

Thank you emails for event reports

Quality input in simulations

1) Morning Safety Report initiated
2) HRO training for all staff

Great Catch letter from SVP

Common cause analysis training

Events coded with CHAMP behaviors

Monthly report of Events sent to each unit

Standardized root cause analysis

Safety Coach program

MVP program for Great Catch high achievers

Yale-New Haven Children’s Hospital
Serious Safety Event Rate
Rolling 12-month Serious Safety Events expressed per 10,000 adjusted patient days

YNHCH experiences a Serious Safety Event once every 365 days
Outcomes: CH MSR Volume

Children’s Hospital Morning Safety Report

- FY17 Qtr 1: 586
- FY17 Qtr 2: 520
- FY17 Qtr 3: 538
- FY17 Qtr 4: 642
- FY18 Qtr 1: 717