

A Comprehensive Framework for Patient Safety, Reliability and Clinical Excellence



Frank Federico

A Reliability Framework

1. Link safety and reliability to organizational strategy and resources
2. Define safety culture
3. Incorporate human factors and reliability science into improvement methods
4. Differentiate types of continuous learning systems (at organization and unit levels)

Exercise

- You are assigned responsibility to evaluate a unit in a healthcare organization.
(Unit = Department, Division, Section – a delineated group working together)
- The unit is new to you.
- You are to evaluate the unit for its ability to achieve safe, reliable, patient-centered operational excellence.
- What will you assess?



A Familiar Framework

Personal Habits

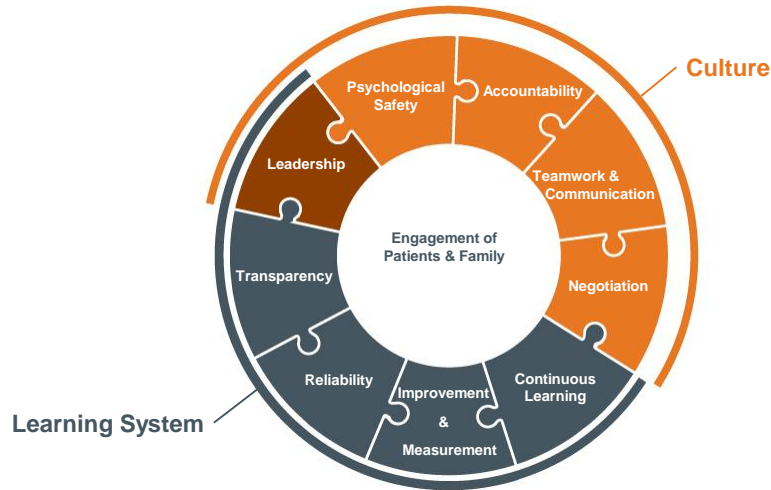
1. Risk Factors
2. Exercise
3. Nutrition
4. Health Literacy
5. Etc

Physical Exam

1. Cardiovascular
2. Pulmonary
3. Gastrointestinal
4. Musculoskeletal
5. Etc



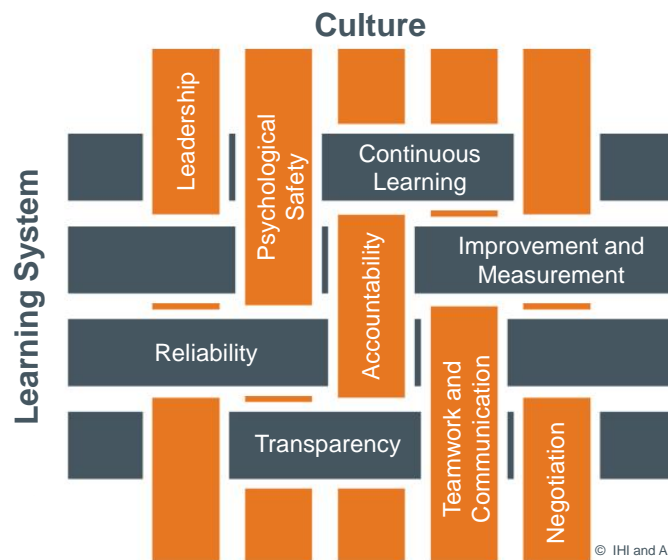
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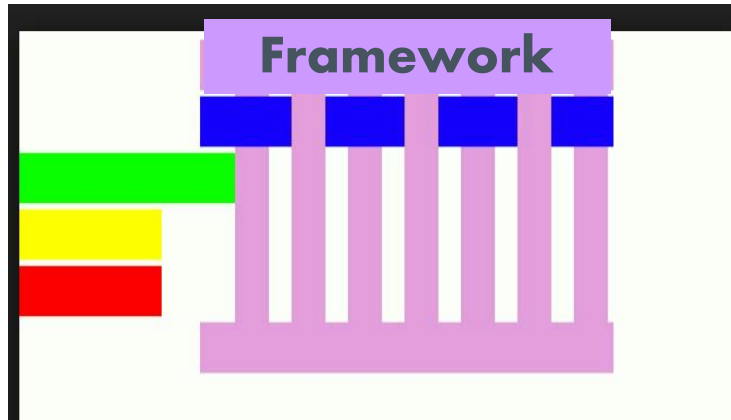


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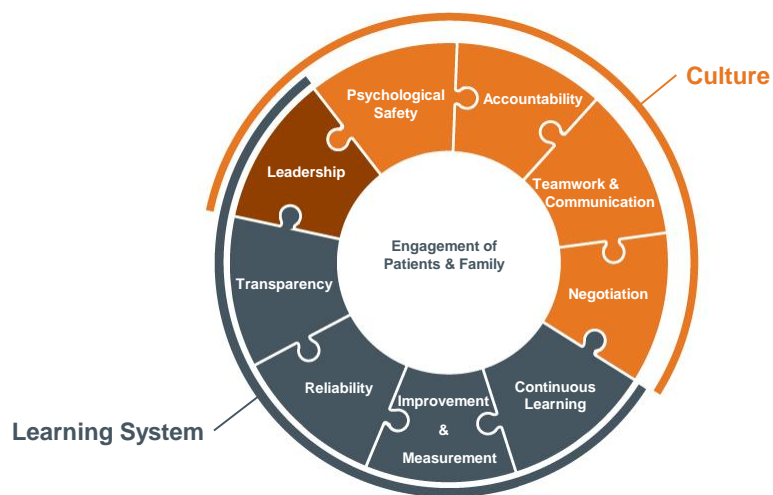


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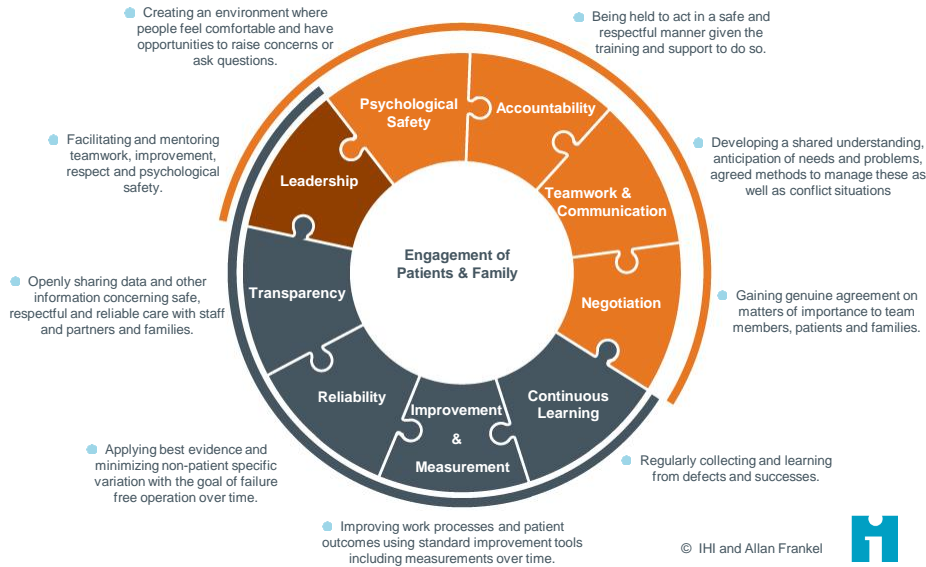
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Facilitating and mentoring teamwork, improvement, respect and psychological safety.

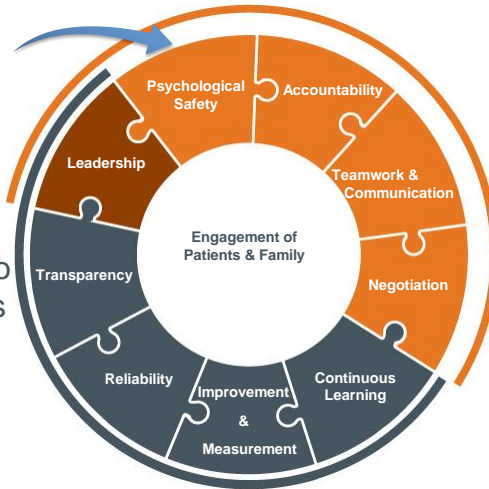


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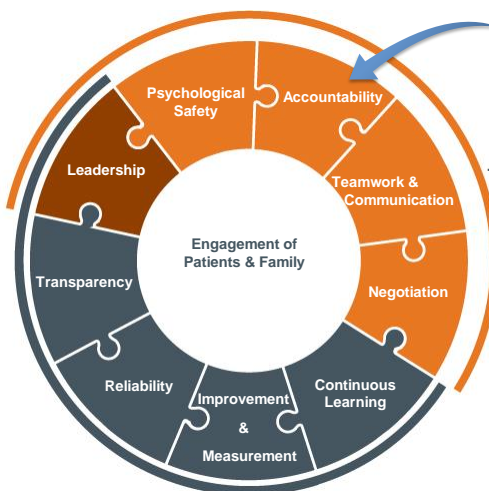
Creating an environment where people feel comfortable and have opportunities to raise concerns or ask questions.



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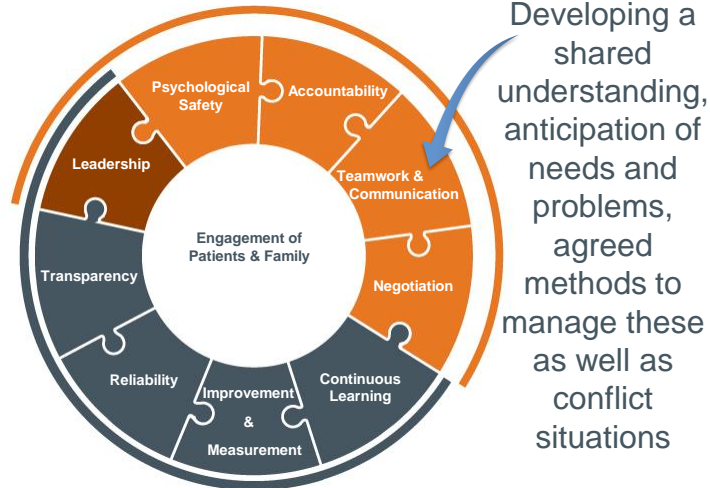


Being held to act in a safe and respectful manner given the training and support to do so.

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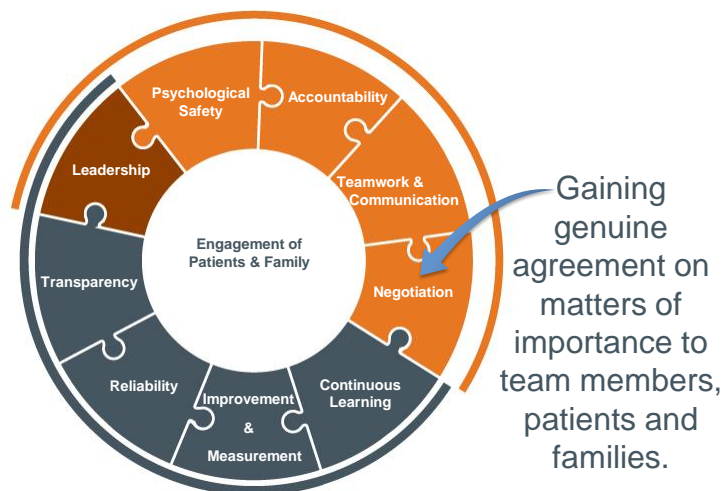
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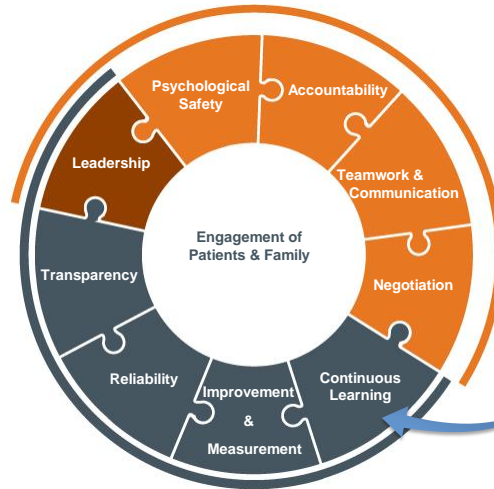
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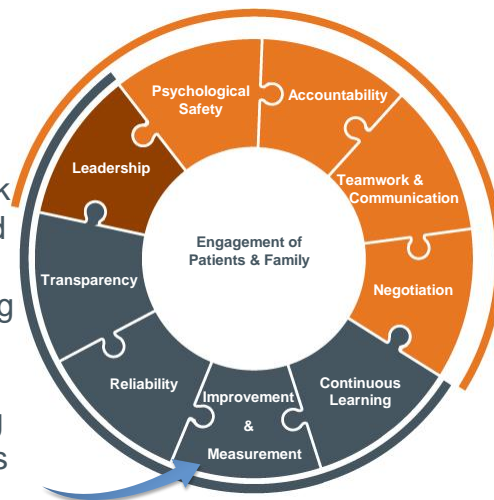
Regularly collecting and learning from defects and successes.

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Improving work processes and patient outcomes using standard improvement tools including measurements over time.

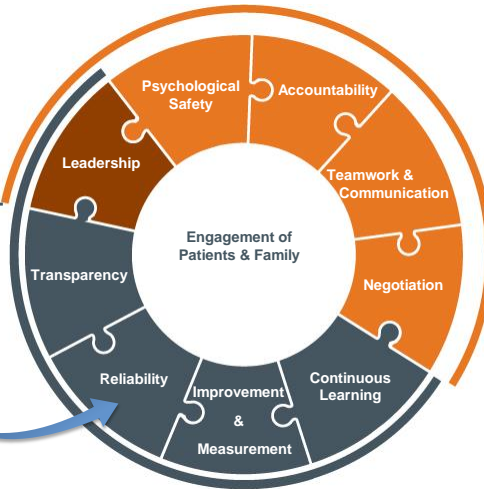


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Framework for Clinical Excellence

Applying best evidence and minimizing non-patient specific variation with the goal of failure free operation over time.



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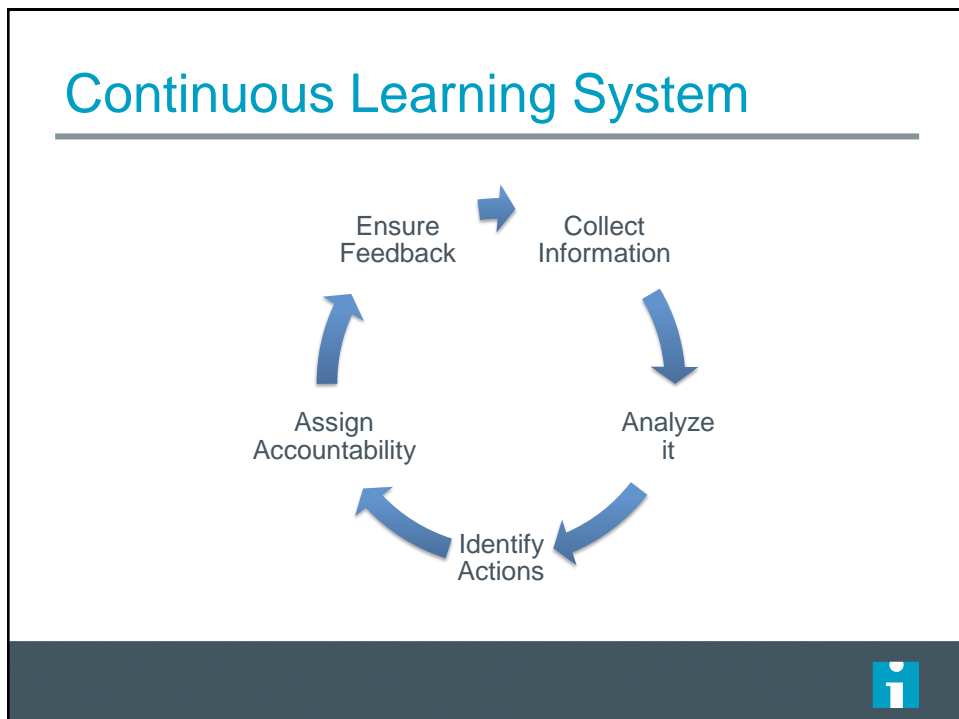
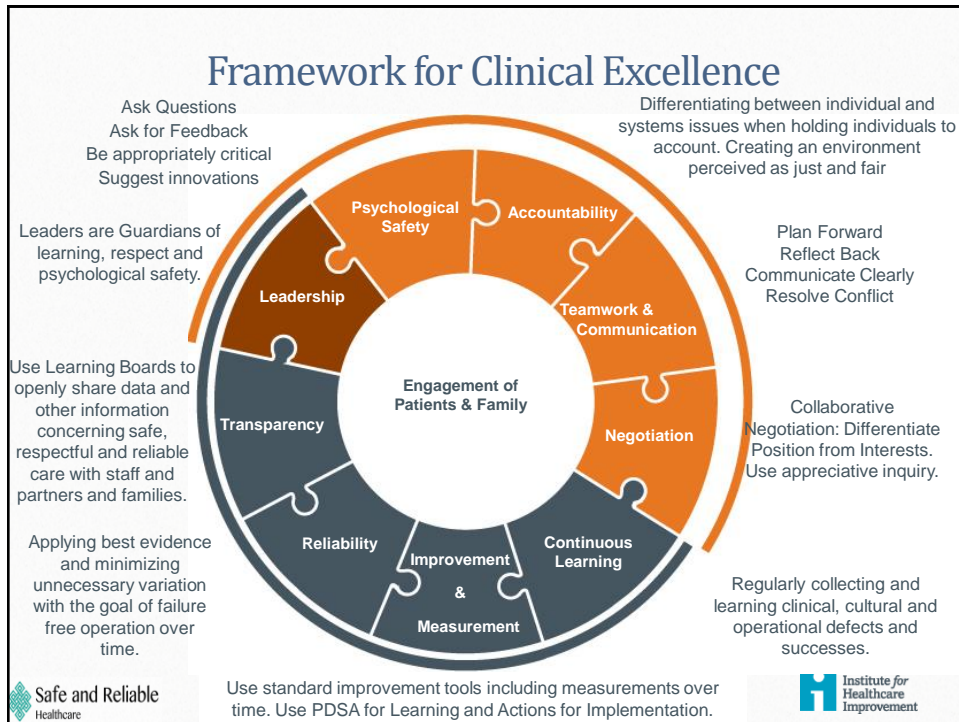
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Openly sharing data and other information concerning safe, respectful and reliable care with staff and partners and families.



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An Improvement Method

- Driver Diagrams
 - Set Aims
 - Link Strategy to Tactics (Objectives to Action)
- PDSAs
 - What are we trying to accomplish?
 - What change are we making?
 - How will we know the change is an improvement?
- Deployment plan
 - Testing, Implementation, Spread



Action Planning Form



| FRAMEWORK COMPONENT | CURRENT STATE (What issue are you trying to improve?) | CHANGE IDEA (What change ideas might you test?) | WHAT WILL I DO IN... | | |
|--------------------------|--|--|--|--|--|
| | | | 30 DAYS (Low resources, rapid approval, low resistance) | 6 MONTHS (Medium resources, supervisor approval, some barriers) | 1-2 YEARS (High resources, organizational change, significant barriers) |
| Leadership | | | | | |
| Psychological Safety | | | | | |
| Accountability | | | | | |
| Teamwork & Communication | | | | | |
| Negotiation | | | | | |
| | | | | | |

