A Comprehensive Framework for Patient Safety, Reliability and Clinical Excellence

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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
Framework For Clinical Excellence

Leadership
Psychological Safety
Accountability
Continuous Learning
Improvement and Measurement
Teamwork and Communication
Reliability
Transparency
Negotiation

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Framework for Clinical Excellence

- Transparency
- Psychological Safety
- Accountability
- Teamwork & Communication
- Negotiation
- Leadership
- Reliability
- Improvement & Measurement
- Continuous Learning
- Engagement of Patients & Family

Learning System

Culture

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Framework for Clinical Excellence

- Creating an environment where people feel comfortable and have opportunities to raise concerns or ask questions.
- Facilitating and mentoring teamwork, improvement, respect and psychological safety.
- Openly sharing data and other information concerning safe, respectful and reliable care with staff and partners and families.
- Applying best evidence and minimizing non-patient specific variation with the goal of failure free operation over time.
- Improving work processes and patient outcomes using standard improvement tools including measurements over time.
- Being held to act in a safe and respectful manner given the training and support to do so.
- Developing a shared understanding, anticipation of needs and problems, agreed methods to manage these as well as conflict situations.
- Gaining genuine agreement on matters of importance to team members, patients and families.
- Regularly collecting and learning from defects and successes.
Framework for Clinical Excellence

Facilitating and mentoring teamwork, improvement, respect and psychological safety.
Creating an environment where people feel comfortable and have opportunities to raise concerns or ask questions.
Framework for Clinical Excellence

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Framework for Clinical Excellence

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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.
Framework for Clinical Excellence

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

1. Collect Information
2. Analyze it
3. Identify Actions
4. Assign Accountability
5. Ensure Feedback
6. Collect Information
7. Analyze it
8. Identify Actions
9. Assign Accountability
10. Ensure Feedback
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
<table>
<thead>
<tr>
<th>FRAMEWORK COMPONENT</th>
<th>CURRENT STATE (Current assessment from diagnostic with narrative)</th>
<th>ASPIRATIONAL STATE (WHAT WOULD SUCCESS LOOK AND FEEL LIKE?)</th>
<th>CHANGE IDEA (What change ideas might you test to improve?)</th>
<th>WHAT WILL I DO IN...</th>
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<td>(High resources, organizational change, significant barriers)</td>
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Leadership

Psychological Safety

Accountability

Teamwork & Communication

Negotiation
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<td>Partnering with Patients</td>
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