

INTRODUCTION

Yale New Haven Hospital (YNHH) is a 1,541-bed tertiary medical center that provides inpatient care across four separate physical locations and has approximately 175 ambulatory sites of service within a 70-mile radius of the main campus. Given the organization's large scale, we were challenged with being able to identify, prioritize and eliminate unnecessary risks in the patient care environment.

PROJECT DESIGN/STRATEGY

A comprehensive environment of care rounding tool of approximately 75 questions was developed to assess organizational compliance. This core tool consists of questions contained in categories such as; infection prevention, life safety, medication storage and safety, supply/equipment storage and patient nutrition storage.

Rounding tools were also individualized to specific service lines, (e.g. radiation safety questions were added to the Diagnostic Imaging rounding tool) in order to support each areas distinct requirements or practice.

Operational definitions were created for each question as a means to guide and standardize response and more importantly to educate staff on the correct state for each situation.

YNHH contracted with Sentaact®, a healthcare operations software company, whose web-based technology assisted the organization in overcoming the challenges related to logistics and participation.

A mandatory bi-weekly rounding process was established. Managers are responsible to ensure departmental participation and encouraged to engage front line staff in participating or overseeing the rounding process.

YALE-NEW HAVEN HEALTH SYSTEM
Accreditation, Safety & Regulatory Affairs (ASRA)
ASRA: INPATIENT CONTINUOUS PREPAREDNESS SURVEY

Category/Question	Operational Definition	Regulatory Requirements (not an all-inclusive list)
SUPPLIES/EQUIPMENT		
1. Nothing is on the floor of the clean supply room	Patient use items or cardboard boxes are not stored on the floor. Score YES if compliant. Score NO if non-compliant.	IC 02.02.01
2. No expired supplies	Score YES if a random sample of products does not uncover any expired supplies. Score NO if any expired supplies are found.	IC 02.02.01
3. No supplies under the sink	Score YES if there is nothing stored under the sink which includes cabinets and open spaces. Score NO if you find items located under the sink.	IC 02.02.01
4. No clean supplies in dirty utility room	Clean and dirty equipment/supplies are not located in the same storage room. Score YES if compliant. Score NO if you observe conjoined equipment.	IC 02.02.01
5. Clean linen is in a covered cart with a solid bottom	Score YES if these carts have a solid bottom and the cart is covered. Score NO if either is non-compliant.	IC 02.02.01
6. All medical equipment observed has current PM sticker	All medical equipment has a current preventative maintenance sticker or an expired date on it. Score YES if observed sticker is attached and not expired. Score NO if tag is past the month due or tags are missing.	EC 02.04.01
7. Emergency equipment is checked and tag is up to date	All code carts, defibrillators and ECU machines are checked daily and there is a tag available showing the last 30 days. Score YES if all compliant. Score NO if any non-compliant.	EC 02.04.03
8. All sterile packs are in good condition	Score YES if all pack/instruments wrapped in blue wrap or in peel pouches have no rips, punctures, moisture, discoloration, taped, clipped or stored in an unventilated space. Score NO if any pack/instrument are compromised AND RETURN TO CS.	IC 02.02.01
9. All IV solutions are stored properly	Score YES if any opened or unopened IV bags are labeled with new expiration date and not expired. Score NO if any opened/unopened IV bags are found and not relabeled or relabeled and have exceeded new expiration date.	IC 02.02.01 EP4
10. Supplies on bottom shelf are stored on hand surface	The bottom shelf of the supply racks has a solid surface or supplies are stored in plastic bins. Score yes if compliant. Score NO if either is non-compliant.	IC 02.02.01
INFECTION CONTROL		
7. Alcohol based hand rub and soap dispensers are filled and paper supplies stocked	Alcohol based hand rub is available in all point of care locations. Hand washing signs are stocked with soap and paper towels. Score YES if all compliant. Score NO if any non-compliant.	IC 01.05.01

AIM

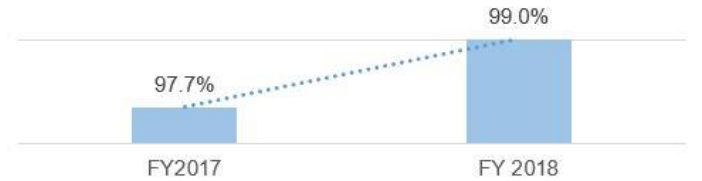
- Create a robust process to ensure a safe patient care environment throughout Yale-New Haven Hospital's inpatient and ambulatory locations.

IMPROVEMENTS

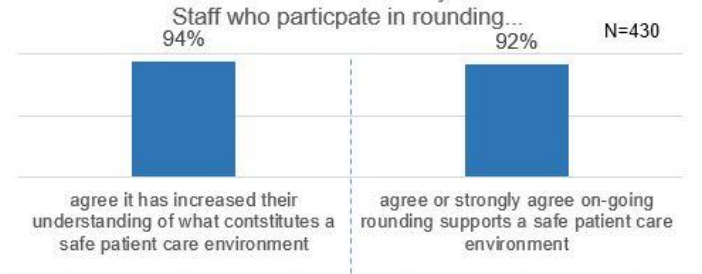
The environment of care rounding process increased patient safety through the:

- Development of an ongoing electronic assessment process to evaluate the state of the patient care environment
- Immediate notification of departmental rounding results so that responsible parties can mitigate safety concerns within their control
- Gathering of meaningful information to help define targeted organizational wide opportunities for improvement
- Improved understanding for staff of what constitutes a safe patient care environment
- Buy-in and continued support of front line staff

YNHH Patient Care Environment Rounding Results - % Compliance



YNHH Staff Survey



LESSONS LEARNED

The implementation of the environment of care rounding process has helped to improve compliance rates and raise staff understanding of what constitutes a safe patient care environment. Future quality improvement efforts will be based on the data gathered during this continuous process.