Hardwiring High Reliability: One Health System's Journey to Reduce Harm

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BACKGROUND

As part of ongoing regulatory survey readiness activity, it was identified that key high level disinfection processes were not being consistently followed in sterile processing, resulting in tray defects (bioburden, wet trays, torn wrappers, missing/wrong instruments). These had potential for patient harm and also resulted in case delays, reprocessing, increased instrument wear and costs.

AIM

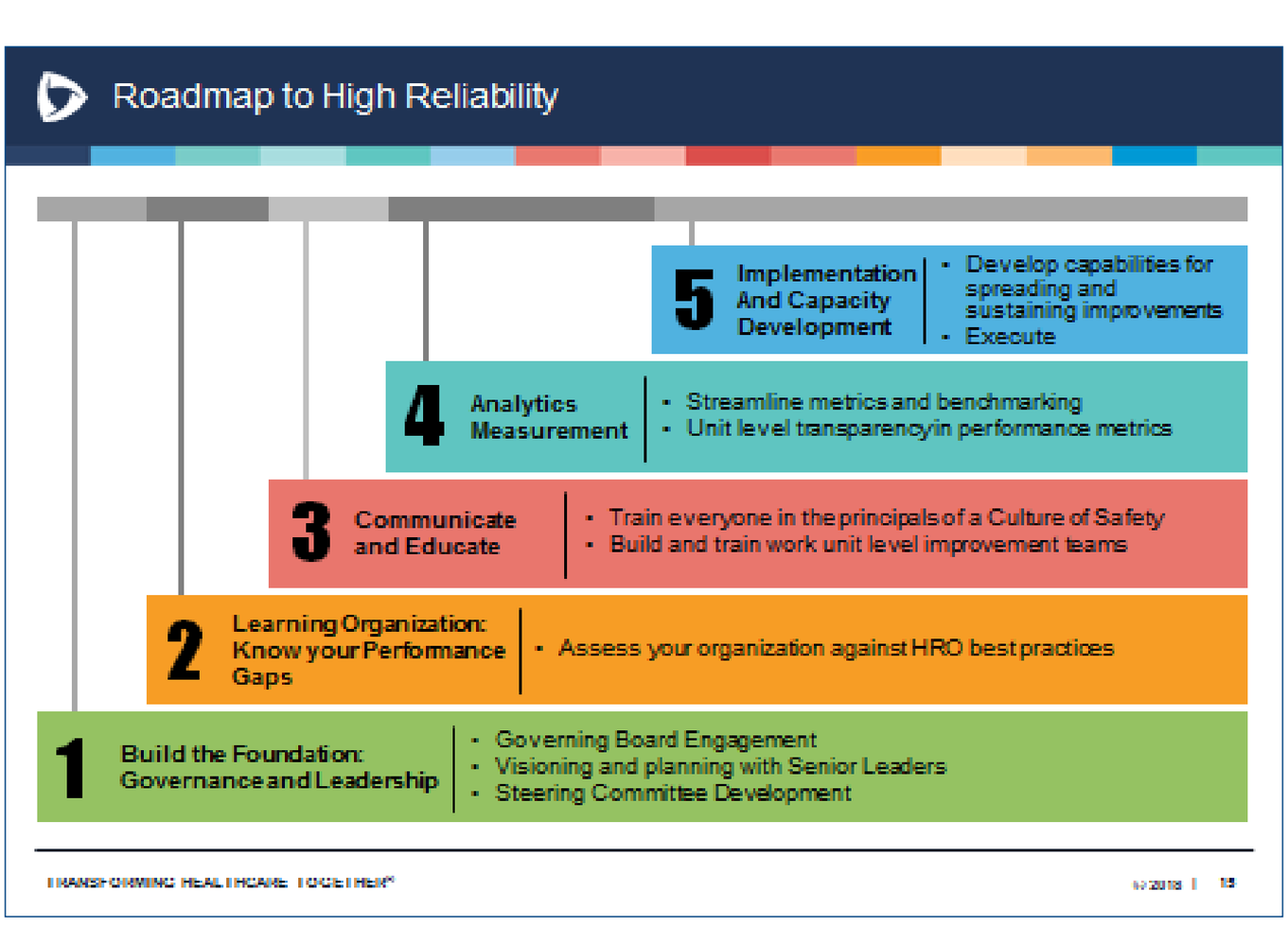
Improve sterile processing department quality by reducing total defects to zero and improve financial performance by reducing missing instrument spend by 10%.

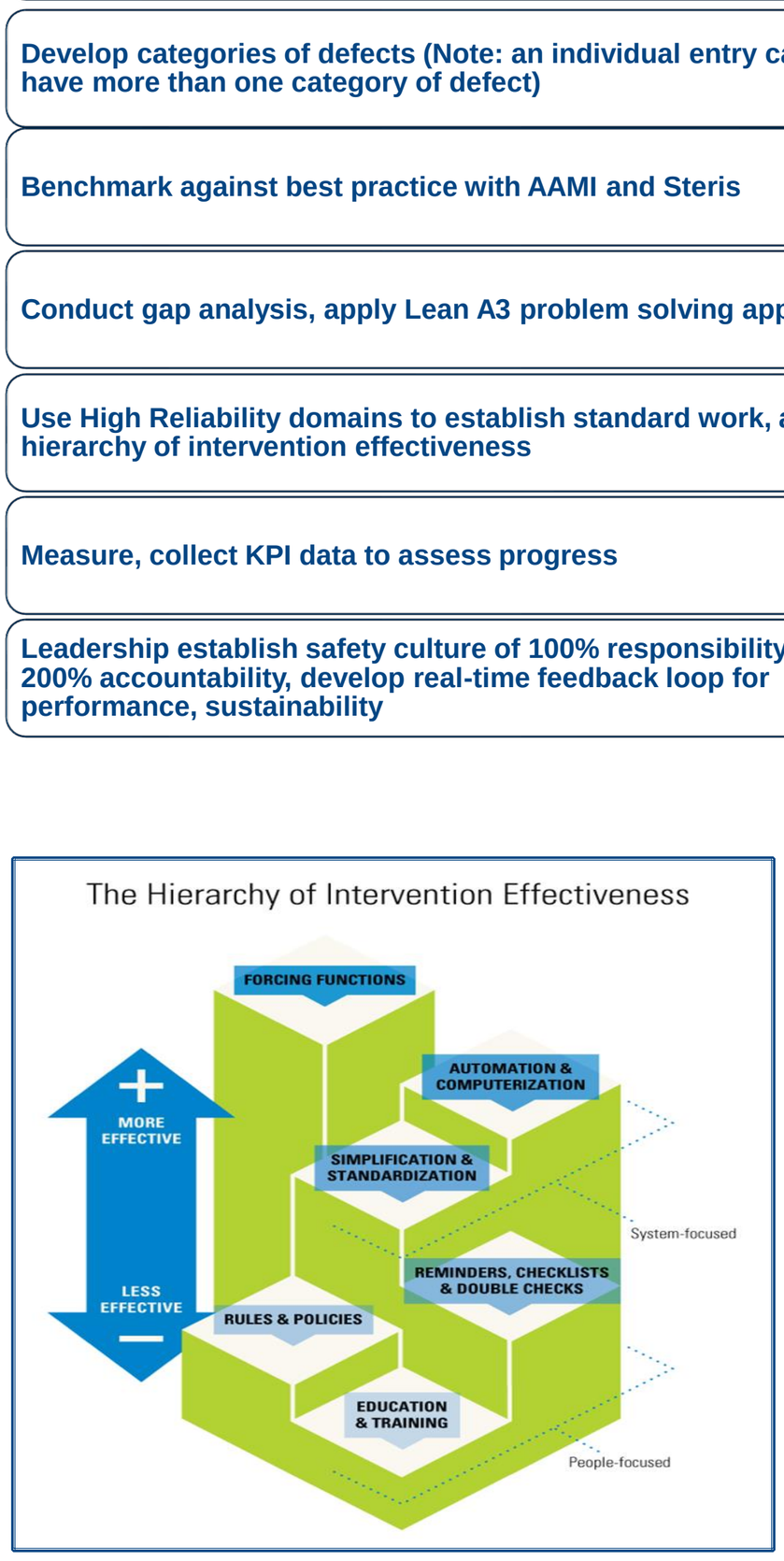
STRATEGY

Utilize High-Reliability concepts to develop, implement and sustain consistently safe, high quality standard work for processing trays meeting all regulatory standards for high level disinfection.

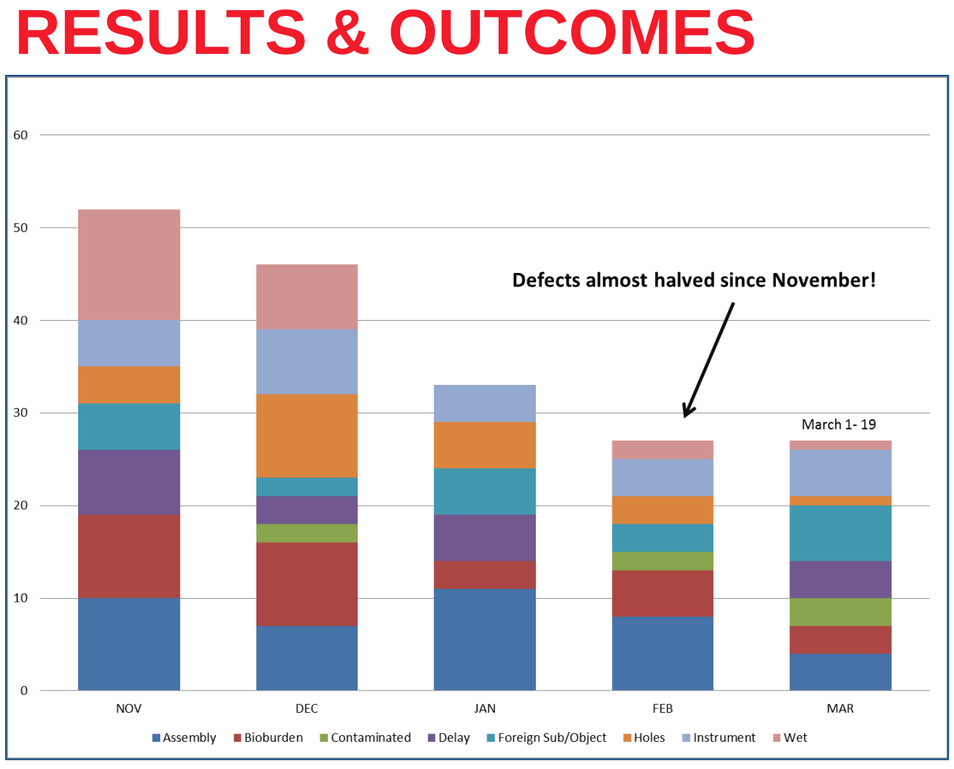
PROCESS

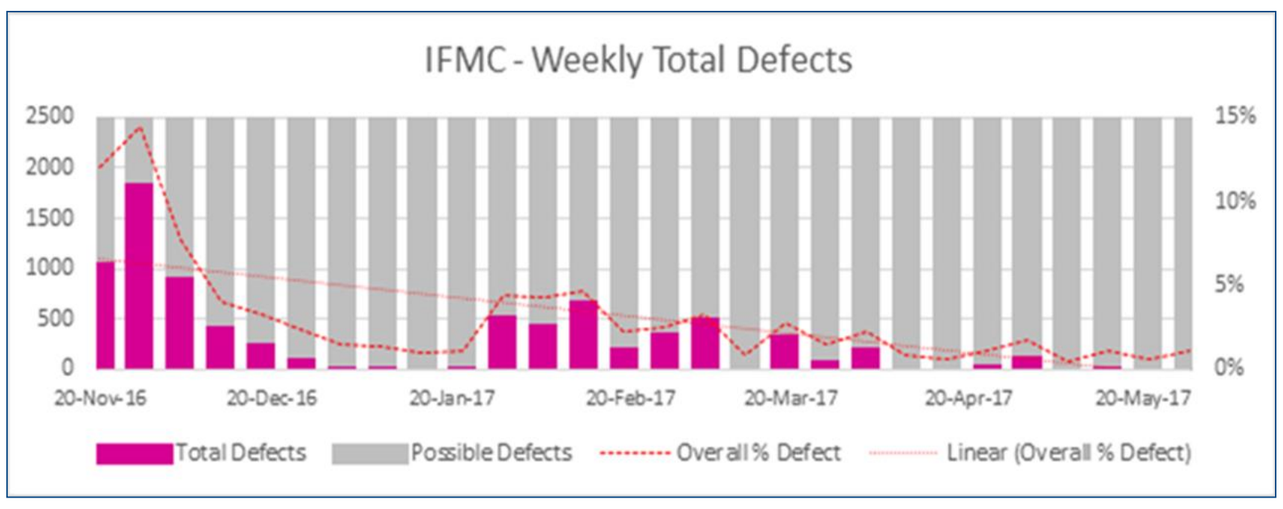
- Collect reports from Infection Control and Surgical/Invasive on tray defects
- Develop categories of defects (Note: an individual entry can have more than one category of defect)
- Benchmark against best practice with AAMI and Steris
- Conduct gap analysis, apply Lean A3 problem solving approach
- Use High Reliability domains to establish standard work, apply hierarchy of intervention effectiveness
- Measure, collect KPI data to assess progress
- Leadership establish safety culture of 100% responsibility and 200% accountability, develop real-time feedback loop for performance, sustainability





RESULTS & OUTCOMES





Overall decrease in total defects by 96%; decreased torn wrappers by 83% and instrument spend by 22%; no survey findings involving the High Level Disinfection process