

# Resident Safety Council: Building a culture of resident engagement in quality improvement

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## Introduction

The Stanford **Resident Safety Council (RSC)** is an institution-wide, interdepartmental council of resident physicians and nurses engaged in high-impact quality improvement (QI) projects throughout Stanford Health Care and Stanford Medicine.

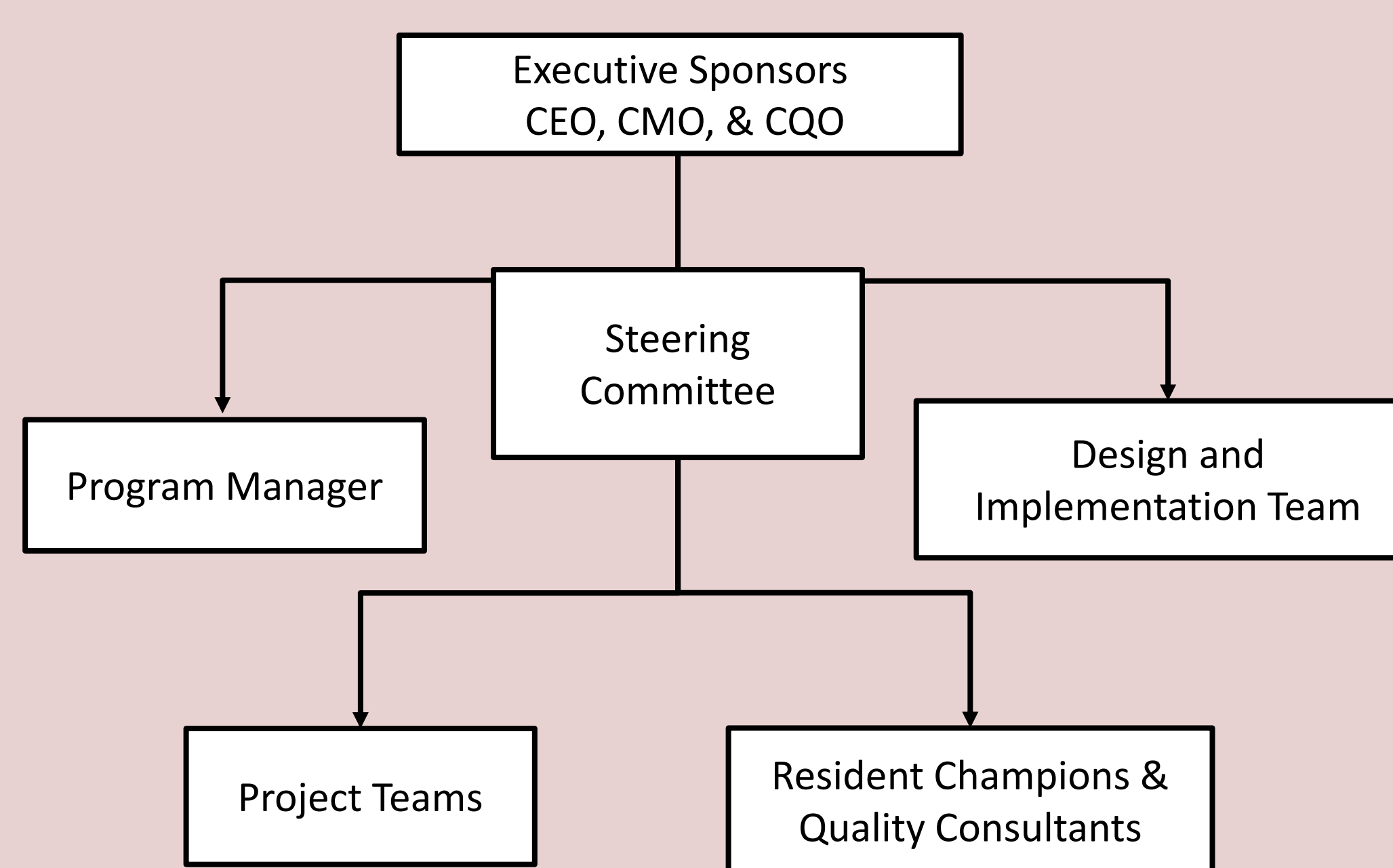
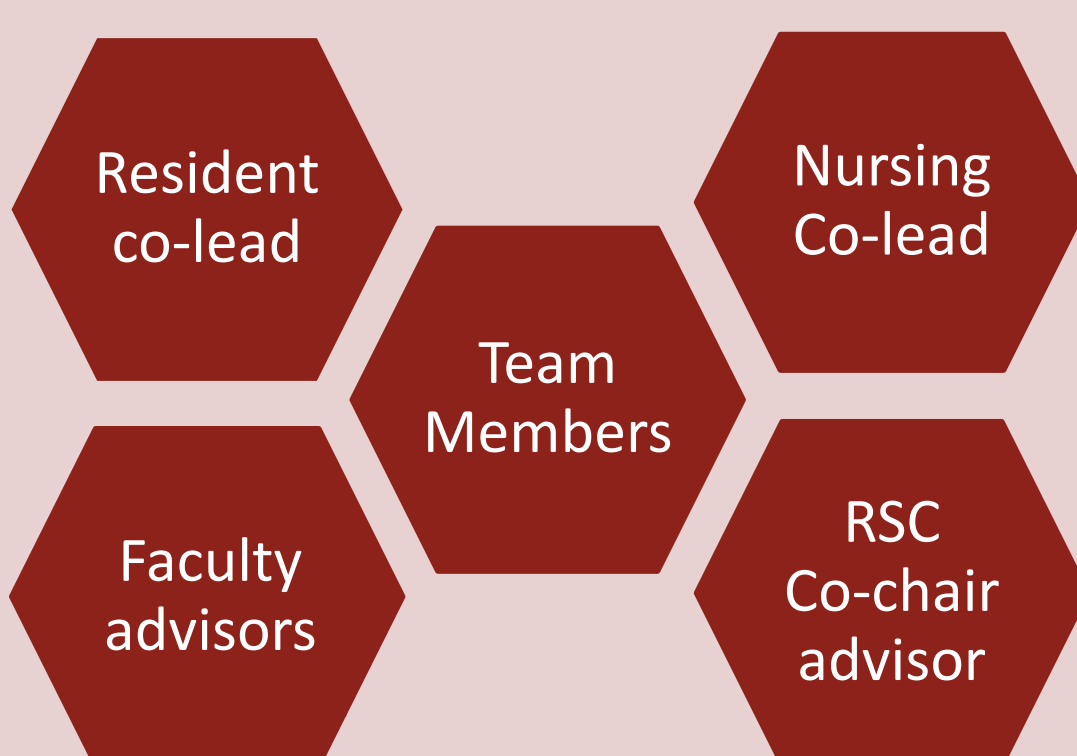
## Aims

- Bring together resident physicians of all disciplines to develop solutions to important system challenges on an institutional level
- Empower residents to participate in the development of innovative solutions to the challenges of a large, complex, and well-resourced hospital system.
- Work directly with nurses and hospital administration and patient-safety leadership to improve healthcare quality for all stakeholders.

## Strategy

### Organization Structure

- Co-Chairs (4)
- Team Leader (4 projects)
- Nursing Co-lead(1/project)
- Team Members (4-8/project)
- Faculty Mentor (1-2/project)
- Resident Safety Champion (1-2/department)



### Executive Sponsors

- Includes hospital CEO, CMO & CQO
- Attend RSC meetings and provide advice and perspective for projects

### Steering Committee

- Committee of interdisciplinary Quality Improvement leaders across the institution
- Plan and oversees the council's program implementation
- Approve and review team projects for the next academic year
- Provide resources to team projects and team support as needed
- Create subcommittees as needed

## Curriculum

- RSC employs flipped classroom and just in time teaching focused on A3 thinking paired with online resources from the IHI Open School and Stanford to create an accessible curriculum that is both broadly educational and institution specific.

### Resident safety and quality champions

- Act as liaison between RSC and respective department
- Be a resource for the three RSC projects
- Implementation of project initiatives
- Work with department Physician Improvement Leader to provide input towards and become involved in department improvement capability development program QI initiatives
- Encourage collaboration within department and hospital-wide amongst residents involved in QI work
- Attend/Present at QI Symposium

## Future Directions

- Adoption of model of longitudinal projects across multiple academic years
- Strengthen co-leader Nurse-Resident partnership
- Resident safety champions as quality consultants to provide subdiscipline expertise across the institution
- Workshop focused on publishing in quality improvement
- Medical student integration & collaboration
- Study impact of RSC on resident's attitude, knowledge and skills in QI and safety

## A3 thinking

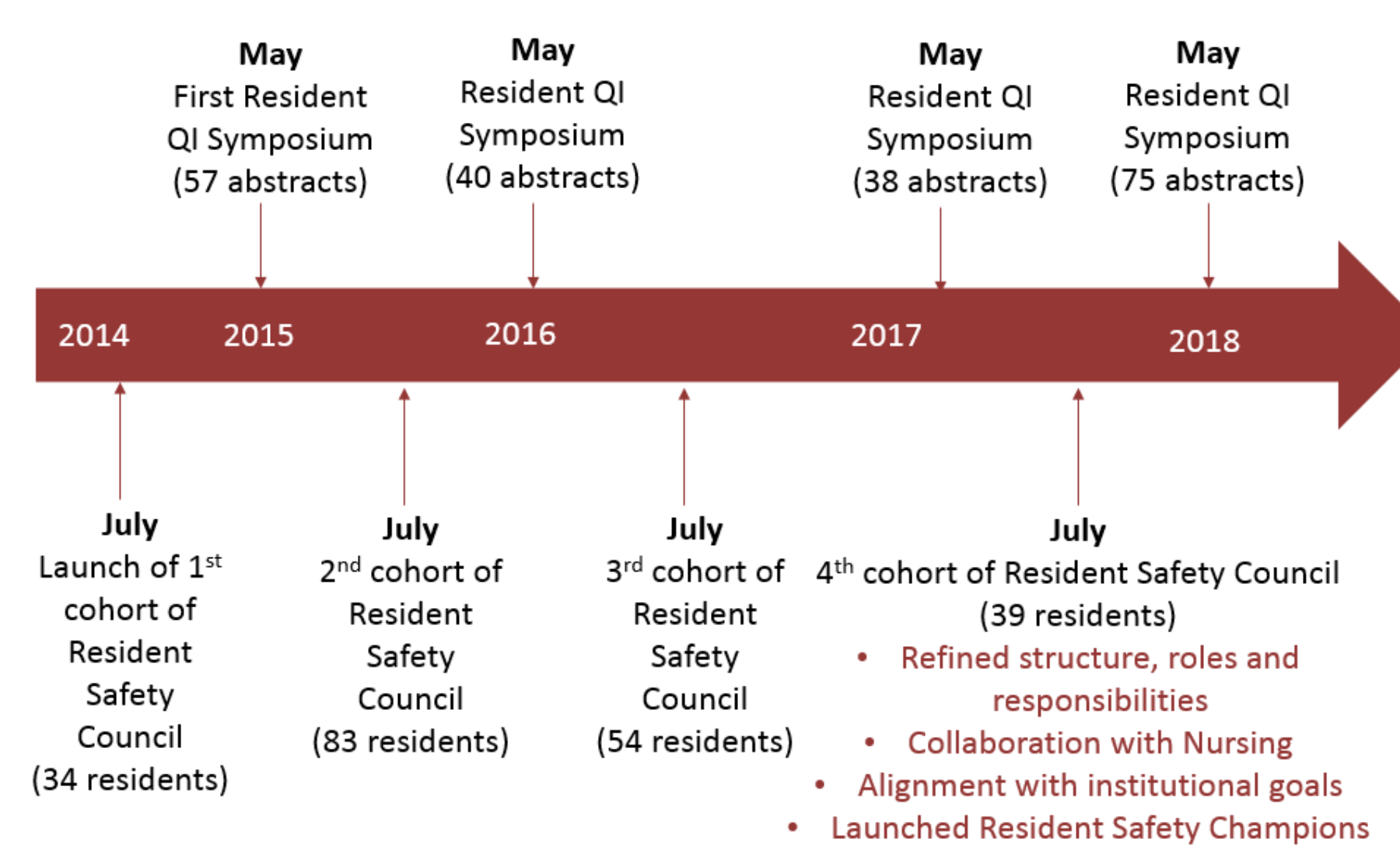
## SAFETY QUEST

<http://safetyquest.stanford>



## Results

### History & Accomplishments



Academic Year	Projects	Membership
2014-2015	1. Consult Note 2. Goals of Care 3. MD-RN Communications 4. Safety Culture	28
2015-2016	1. Code Blue/RRT 2. Communicating MD Plans 3. Consult Processes 4. Discharges 5. Non-Urgent Pages 6. Order Sets 7. Obtaining Outside Records 8. Patient Satisfaction 9. Transfer of Care	80
2016-2017	1. Code Blue/RRT 2. Discharges/Readmissions 3. MD-RN Communications 4. Transfers of Care	58
2017-2018	1. Goals of Care 2. Safety Culture 3. Telemetry Value 4. Resident Champions	43

### By the numbers:

- 3 executive sponsors
- 12 members on steering committee
- 4 RSC co-chairs
- 8 members on core team
- 4 projects
- 8 team leaders
- 4 nurse co-leads
- 5 faculty mentors
- 29 safety champions
- 30 team members

### Current QI Projects (2018-2019):

1. Goals of Care Documentation
2. Engaging Residents in the SAFE Report (Adverse Event) System
3. Implementation of Voalte & Optimization of Provider-Provider Secure Messaging system
4. Patient Experience: Explaining medication side effects & addressing safer transitions of care

### Hospital Meetings:

- Quality Patient Safety and Effectiveness Committee
- Patient Safety Committee
- Pharmacy and Therapeutics Committee
- Infection Control & Prevention
- SAFE Report Review Board