

## Hospital Check-In Success Story, April 2011

### Patient Safety Culture Change at Chippewa County Montevideo Hospital

As part of the Stratis Health 2008-2011 Patient Safety Collaborative, Chippewa County Montevideo Hospital (CCMH) focused on reducing hospital-acquired MRSA infections, which included implementing evidence-based practices and entering infection data into the Center for Disease Control and Prevention National Healthcare Safety Network database. In addition, the hospital worked on its patient safety culture. Staff took the Agency for Healthcare and Research Quality (AHRQ) Patient Safety Culture Survey in July 2010 to assess its patient safety strengths and weaknesses.

A busy 25-bed Critical Access Hospital located in western Minnesota, CCMH has a staff of 250, with a surgery department, oncology infusion service, and cardiac rehab, as well as a clinic and home care service. In September, staff reviewed the results of the AHRQ Patient Safety Culture Survey and began to determine the areas of patient safety to focus on. In November, Stratis Health provided TeamSTEPPS™ training to staff to help initiate a framework for improving their care processes. More than 40 people took part in the training, with all departments represented. TeamSTEPPS™, an evidence-based teamwork system designed to improve communication and teamwork skills, helps clarify team roles, resolve conflicts, and produce effective medical teams for improving hospital patient safety.



*Front Row (L to R):* Carol Lietzau, MD, Cathy Brouwer. *Back Row (L to R):* Peg Schumacher, Wendy Augeson, Anita Zelenka, Vari Nelson, Melissa McGinty-Thompson. *Not pictured:* Amy Rongstad, Bruce Arvold, MD, Barb Nordquist, Linda Nelson, Mark Paulson and Sue Jerve.

Results of the survey showed that patient handoffs presented significant patient safety issues, with multiple opportunities for errors. Infection Prevention Practitioner Anita Zelenka, RN, described how the team initiated improvements in communication and patient handoffs. The initial quality improvement team formed subgroups that represented each department, e.g., x-ray, lab, cardiology. Team members then took the work of the group back to their departments to implement the changes and improve communication processes.

#### **SBAR (situation, background, assessment, recommendation)**

- Situation: Identify yourself, patient, and reason for call
- Background: Patient's presenting complaint, relevant medical history
- Assessment: Vital signs, vital signs outside clinical impression, severity, additional concerns
- Recommendation: State the actions you expect to take place, when, and how urgently

“We have used the SBAR model on and off for years, but it was not embraced as a standard protocol until now,” says Zelenka. “We use it to let the hospital or clinic know the patient is on the way, and we placed SBAR cheat sheets by the telephones to remind people to use it.”



“Staff also developed a handoff communication tool—like a hall pass. (See sample tool attached.) The tool travels with the patients and provides pertinent information about their status. It lists details, such as current vital signs, cognition, their ability to stand by themselves, and whether they have received narcotics recently.” The handoff tool also has numbered check-off areas that staff in the lab or X-ray initial before the patient is directed to the next department. The form helps ensure that patients receive all tests they need before surgery or before they leave the hospital.

Zelenka says, “Although there may be several things you could work on to improve patient safety, you can’t do it all. You have to select one or two things, get staff input and buy-in, and make it a standard process before you can tackle another issue.” CCMH is a busy hospital and staff members wear many hats. While they were instituting this new process, they also were implementing a new electronic medical record system, financial system, and charting system. The hospital also is instituting its MRSA policy in phases, in keeping with Minnesota Statutes. CCMH has a very low MRSA hospital-acquired infection rate.

Obstetrics Clinical Leader Melissa McGinty-Thompson, RN, is now the main contact who continues to facilitate TeamSTEPPS™ monthly meetings. The hospital will conduct a remeasurement AHRQ Patient Safety Culture Survey in the spring. Zelenka says, “Although it was a lot of work, with mutual support, and a common goal to make sure the patient is safe and the staff is respected, the whole hospital is on board with the changes. Nobody can do it alone. It was a total team effort.”

## Inter-departmental Communication

Place patient/client sticker here

*Order #	Dept.	Initial & time when done	*Order #	Dept.	Initial & time when done
_____	Cardiology	_____	_____	Nurses Station	_____
_____	Clinic	_____	_____	Oncology	_____
_____	Clinic walk in nurse	_____	_____	Operating Room	_____
_____	ER	_____	_____	Radiology	_____
_____	ICU	_____	_____	Respiratory	_____
_____	L & D/OB	_____	_____	Rehabilitation	_____
_____	Laboratory	_____	_____	Services (PT, OT, ST)	_____

- Return to \_\_\_\_\_  
 Patient may leave when done \_\_\_\_\_  
 Other \_\_\_\_\_  
 See Admission Orders

**Allergies:** \_\_\_\_\_

**Vital Signs:** \_\_\_\_\_

**Narcotics/Sedation/Antiemetic Given/Time:** \_\_\_\_\_

**Oxygen:**  Yes  No **LPM/Route** \_\_\_\_\_ **NPO:**  Yes  No

**Code Status:**  Full  DNR  DNI  Not addressed

**Precautions:**  Contact  Droplet  Airborne

**Mode of Transportation:**  Ambulatory  Wheel chair  Cart

**Activity Level:**  Independent  Assisted

**Fall Risk:**  Yes  No **Mental Status:**  Oriented  Not oriented

**Barriers:**  HOH  Deaf  Poor Vision  Language  Illiterate

**Family/Significant other:** name: \_\_\_\_\_ relationship: \_\_\_\_\_

Where/how to locate \_\_\_\_\_

**Other:** \_\_\_\_\_

\*Rank by order number where patient needs to go, sign initial and time when done. If they need to return, indicate as needed. Fill out information that is pertinent. Save form after use and return to department manager.  
 Revised 12-16-2009, G:/drive/common/forms/hand off Chippewa County Montevideo Hospital, Montevideo, MN