

# Improving Organizational Patient Safety Culture: Stories from the Field

- Nancy Johnson, Pipestone County Medical Center
- Anita Zelenka and Melissa McGinty-Thompson, Chippewa County-Montevideo Hospital



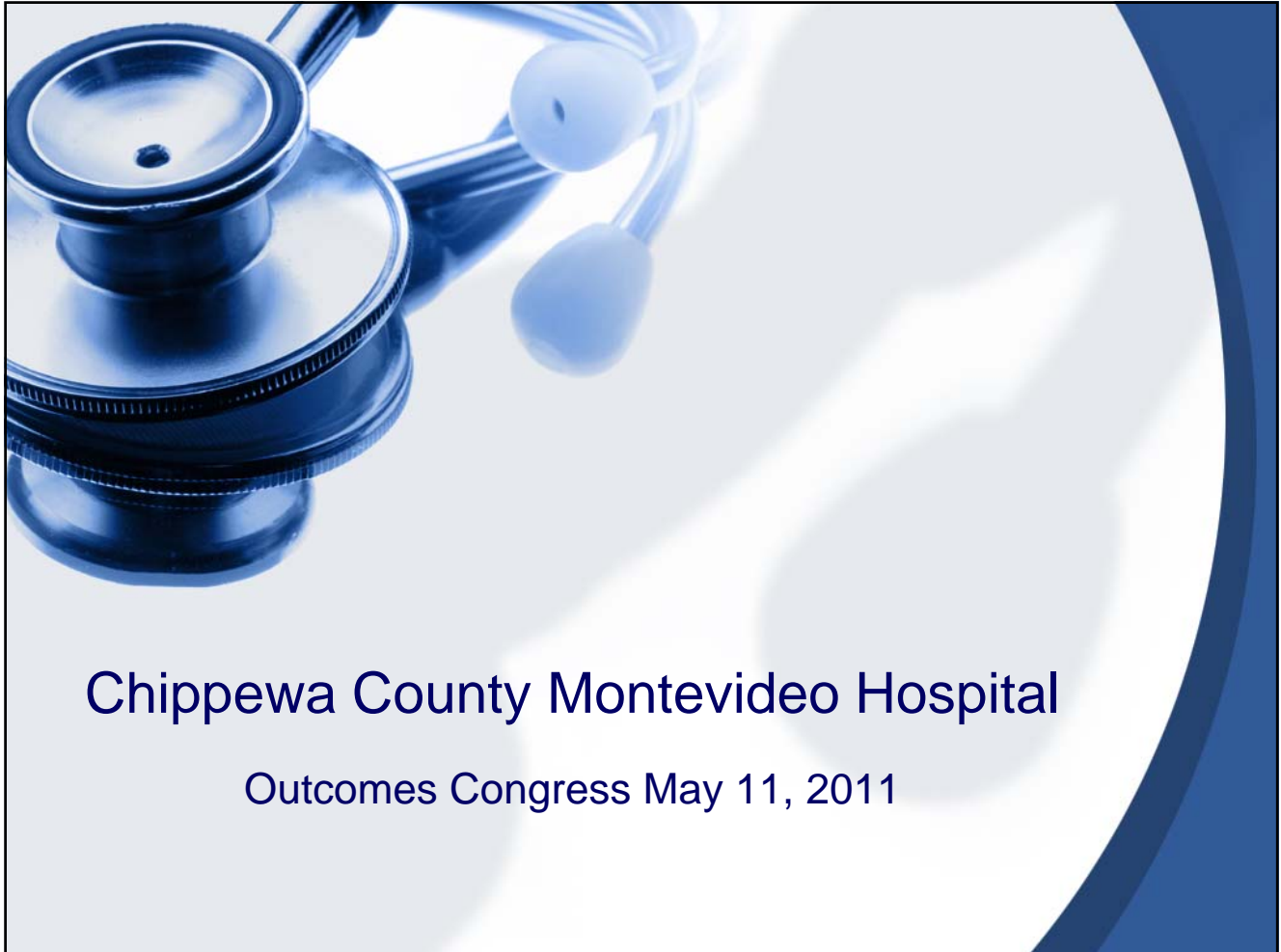
# Breakout Session Goal

Use lessons learned and best-practices from hospitals/nursing homes that applied quality improvement and culture change strategies to improve the lives of those they serve



Nancy Johnson  
Pipestone County Medical Center





## Chippewa County Montevideo Hospital

Outcomes Congress May 11, 2011

## Chippewa County Montevideo Hospital

A graphic of a stethoscope is positioned in the upper right corner of the slide, partially overlapping the dark blue header and the white content area. The stethoscope is rendered in a blue and white color scheme, matching the slide's theme.

- 25 bed Critical Access Hospital
- Southwest Minnesota
- Onsite clinic and 3 satellite clinics
- Provide services across the lifespan
- ED, OB, Med/Surg, ICU, Oncology, Cardiac Rehab, OR, Home Care, Diabetes Care, Dialysis, Mental Health

## Our Team

### L to R:

Peg Schumacher, Clinic Adm., Wendy Augeson, RN, Anita Zelenka, RN, Dr. Carol Lietzau, Vari Nelson, RN, Cathy Brouwer, RN, Melissa McGinty-Thompson, RN

Not pictured: Amy Rongstad, NP, Mark Paulson, Hosp. Adm., Linda Nelson DON, Sue Jerve, RN, Dr. Bruce Arvold,



## Issue/Problem

The survey results drove our projects.  
Based on these results we chose to  
work on:

- Communication
- Team Support

## Goal or Aim

### Goal:

To enhance our communication to provide better hand off information to ensure the patient's safety continues throughout the facility.

## Success Strategy 1

- Interdepartment Transfer Form
- To provide consistent hand off communication between departments
- Provided education and introduction to form facility wide. Delivered the forms to every department.
- Motivation: explained the impact of lack of communication on the patient's safety.
- Verbal resistance
- Continued encouragement and shared the success of utilization.

## Success Strategy 2

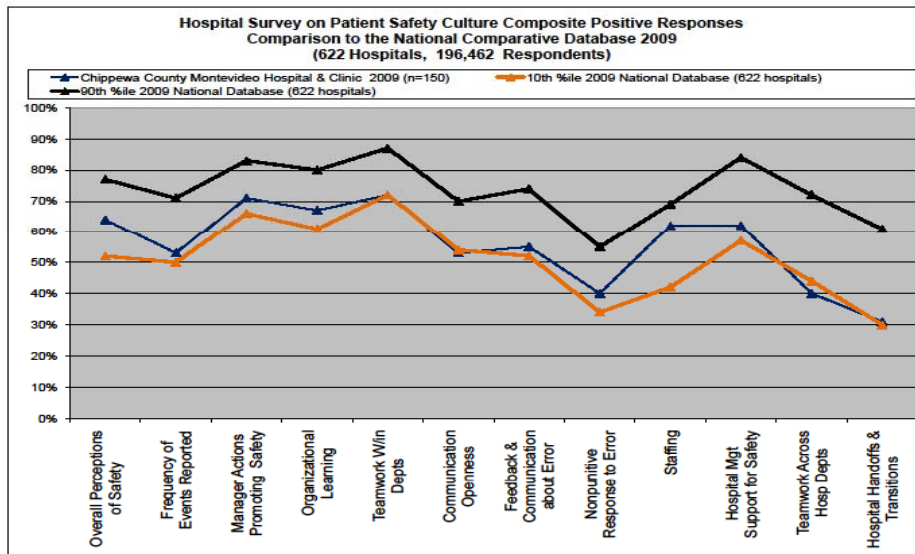
A blue stethoscope is positioned in the top right corner of the slide, partially overlapping the dark blue header and the light blue background. The stethoscope is shown in a close-up, angled view, with its chest piece and earbuds visible.

- SBAR communication
  - Name badges, forms, telephone notepads
- To improve communication between individuals across the facility.
- Education and introduction to all facility employees
- Gave examples of improved communication and its impact on both patients and staff satisfaction.
- Verbal resistance
- Survey and shared results

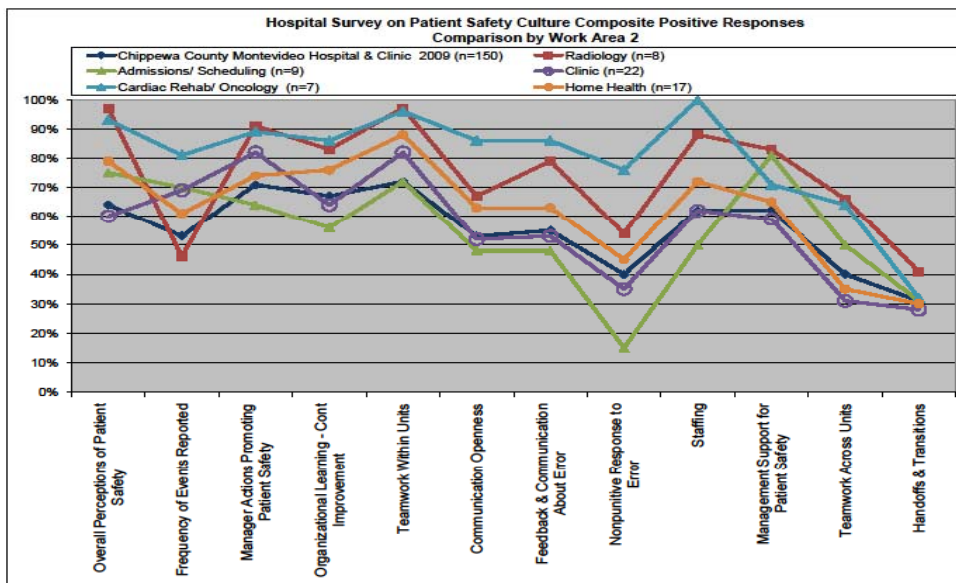
## Success Path

Where we were.....

# Success Path



# Success Path



## Success Path

A blue stethoscope is positioned in the top right corner of the slide, partially overlapping the dark blue header and the white content area.

- Received survey results
- Shared results facility wide lunch and learn
- Asked for participation on workgroups from all departments
- Developed tools
- Implemented tools

## Success Path

Results!!

Where we are going.....

## Success Path

- Continue to work on communication
- Awaiting second survey results

## What Surprised You?

- The volunteers!
- Commitment and continued follow through

## Tools

- Interdepartment Transfer Form
- SBAR forms
  - Clinical
  - Non-clinical

## Barriers

- Another form
- Extra work
- Verbal resistance

## What Would You Change?

- Try and get more frontline staff involvement from the very beginning.
- Physician involvement

## What Would You Recommend to Others?

A blue stethoscope is positioned in the top right corner of the slide, partially overlapping the dark blue header and the light blue background.

- Get as many different disciplines involved from the beginning and seek input.
- Have leadership support
- Communicate, communicate, communicate!

## How Will You Sustain Your Improvements?

- Have continued to meet monthly
- Developed other processes
- Communication Team
- Leadership Support

