Carolinas HealthCare System

AHRQ Patient Safety Culture Survey

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Carolinas HealthCare System

• One of the nation’s largest public, not-for-profit healthcare systems

• Provides a full spectrum of healthcare and wellness programs throughout North and South Carolina

• **41 hospitals** and approximately **900 care locations**

• Approximately **60,000 employees** (full and part-time)
  - Includes approximately 2,500 System-employed physicians
Our Mission

• To create and operate a comprehensive system to provide healthcare and related services, including education and research opportunities, for the benefit of the people we serve.

Our Vision

• Carolinas HealthCare system will be recognized nationally as a leader in the transformation of healthcare delivery and chosen for the quality and value of services we provide.
AHRQ Patient Safety Culture Survey at Carolinas HealthCare System

• Participate in Hospital, Medical Office, and Nursing Home surveys
• Surveys are conducted every 2 years
• Survey all sites – goal response rate is 75%
• Surveys are Web based
• Survey is coordinated with National Patient Safety Awareness Week
• Each hospital, long term care facility, and physician network assigns a contact
• Announcements for surveys begin in January
Tool used to communicate to all employees and medical staff
Medical Office Survey Toolkit

- Toolkit includes:
  - Copy of the Medical Office survey
  - Past results
  - Medical Office Patient Safety Culture survey talking points
  - Template for Medical Director or VP to announce the survey
    - Letter includes actions taken since last survey
  - Printable flyers announcing the survey
Medical Office
Patient Safety Culture Survey

Please take a few moments to tell us how we are doing with patient safety.

We want to know what you think.

Your voice counts!

To access the medical office survey:

https://www.XXXXXXXXX

Thank you for helping to keep our patients safe!
“Enter Name of Facility”

AHRQ Medical Office Patient Safety Culture Survey

Coming Soon!

March 8 – March 22, 2013
Staff and employed physicians are invited to take the survey

Benefits from taking the survey:

- Raises patient safety awareness
- Assesses the current status of patient safety culture
- Identifies strengths and areas for patient safety culture improvement
- Evaluates the success of patient safety initiatives and interventions
Sharing Results

- PowerPoint provides statistics for
  - CHS Medical Office
  - Each Physician Network
  - Each Medical Office

- Access to survey results for each medical office through The Patient Safety Group tool

- Results are reported to front line staff and to the Board
Utilizing Survey Data

- Survey data are reviewed to identify trends to celebrate, or find opportunities for improvement

- Management Action Plans (MAPS) are created to address opportunities

- MAPS are shared at Medical Office Quality and Safety Operations Council (QSOC™) for cross-network learning
Teamwork

Percent Positive Response

Year Administered

2011: 80%
2013: 93%
Communication About Error

Year Administered

Percent Positive Response

2011: 53%
2013: 72%
Communication Openness

<table>
<thead>
<tr>
<th>Year Administered</th>
<th>Percent Positive Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>50%</td>
</tr>
<tr>
<td>2013</td>
<td>76%</td>
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</table>
Strategies Implemented

- Sanger Heart and Vascular implemented TeamSTEPPS
  - Supported by Leaders
  - Strategies chosen by front line supervisors
  - Training provided by staff and physicians
  - Leaders supported use of skills and strategies
  - Conversations held with non-supporters
  - Improved on all survey composites
Leadership Support for Patient Safety

Percent Positive Response

Year Administered

2011: 45%
2013: 80%
Strategies Implemented

- **Patient Safety Champions**
  - Each site has a champion = “Patient Safety” expert
  - Champions’ role is to spread patient safety information
  - Staff may approach Champions to share patient safety concerns
Strategies Implemented

• Good Catches
  - A "Good Catch" is an error that is caught before it reaches the patient ("near miss")
  - To promote a culture of patient safety, we encourage and support non-punitive reporting of "near misses"
  - A "Good Catch" nomination should be submitted for those who go above and beyond the duties defined in their normal job description
Keeping our Pulse on Patient Safety Culture

- A pulse survey is conducted periodically
- Pulse survey concentrates on specific domains
- Helps to gauge progress – Areas to celebrate!
- Identifies areas where focused efforts are needed
- Maintains an awareness of patient safety culture
Everyone impacts patient safety & should take the survey!

September 25th – October 10th

PULSE CHECK OF PATIENT SAFETY CULTURE SURVEY

This is your opportunity to tell us how we’re doing with communication, teamwork, management support for patient safety, and more.

Thank you for helping to keep our patients safe!

If you have any questions, please contact CHSMG Safety team at CHSMGSafety@carolinashealthcare.org
**EXAMPLE OF QUESTIONS IN THE PULSE CHECK**

### 4. Office Processes and Standardization

**6. How much do you agree or disagree with the following statements?**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree or Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Does Not Apply or Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>This office is more disorganized than it should be.</td>
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<td>We have good procedures for checking that work in this office was done correctly.</td>
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<td>We have problems with workflow in this office.</td>
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<tr>
<td>Staff in this office follow standardized processes to get tasks done.</td>
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