



Our ability to look at top 10 issues easily has focused our improvement efforts

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Our Medication Safety results have increased 9.8 points in 5 months

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Case Study – Medication Safety - Patient Safety & Quality: +9 point Improvement in 5 Months

The Challenge

Management had a high level of urgency regarding measuring and improving medication safety. They identified the need for a process to support the deployment of a **culture of constant readiness**. It was recognized that the huge volume and disparity of data sources to execute this improvement was a major hurdle to effective implementation.



The Objectives

Holy Spirit Hospital had several goals it wanted to achieve:

- Support a “culture” of Patient Safety and Quality throughout the organization
- Implement a process that was supportive and educational for all staff
- Install a system to easily show trends, celebrate success, and sustain and continue the improvement process
- Create a methodology to focus the organization on performance-improvement priorities
- Design a system that proactively assessed the status of Patient Safety & Quality
- Implement a structured yet flexible approach to ensure that changing needs could be accommodated
- Ensure that any items needing correction were captured and monitored to ensure correction
- Implement dashboards at all levels of organization to communicate results
- Streamline existing processes and eliminate duplicative efforts
- Readily demonstrate progress
- Hold managers accountable for ongoing improvement
- Produce consolidated data for regulatory reporting

The Solution

Holy Spirit Hospital used Readiness Rounds and decided to incorporate Medication Safety into a full deployment of all rounding on a single platform

- The existing Medication Management audit was incorporated into the Readiness Rounds format and sent using a pdf to pharmacy inspectors to conduct.
- Follow-up notices to correct failing items were generated from Readiness Rounds and e mailed to individual responsible for correction.
- Dashboards were distributed throughout the organization, and reviewed for trends and any focused improvement needed.

The Results

- **Speed of Deployment:** All major modules were deployed in under 2 months.
- **Huge Improvement:** The first **5 months** of the deployment showed a **more than 9%** increase in Medication Safety results.
- **Focus on Top 10:** With a dashboard approach designed to focus all management on top failing items, **significant gains** were quickly realized.
- **Dashboards:** With department-specific dashboards many managers generated **independent action** providing significant momentum to improvement.

The Future

- **Priority:** Continue to reinforce Quality and Safety as a culture of “doing the right things every time” throughout the organization.
- **Consistency:** Enhance question structure to incorporate Holy Spirit Hospital expectations to further improve the consistency of the process.
- **Accountability:** With a process that is widely understood, move the emphasis to insisting that manager’s focus on improving their specific areas of responsibility.
- **Expansion:** Review other rounding/auditing processes for inclusion to reduce duplication of effort.

