

# Leapfrog Safety Grade Success

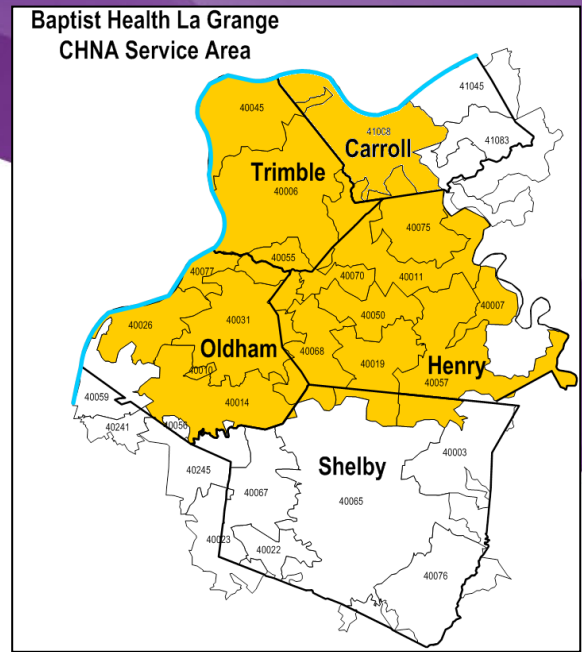
Sandy Keith MSN, RN, CPHQ, HACCP-CMS  
Baptist Health La Grange  
Vice President, Clinical Support Services

# Baptist Health La Grange

**Mission:** Baptist Health demonstrates the love of Christ by providing and coordinating care and improving the health of our communities.

**Vision:** Baptist Health will lead in clinical excellence, compassionate care, and growth to meet the needs of our patients.

**Values:** Integrity, Respect, Compassion, Excellence, Collaboration, Joy





## Pathway to Excellence® Designated 2015, 2019, 2023

100% of nurses feel that “Nurse Managers in this organization are accessible to direct care nurses.”





# Culture of Safety –Board Engagement

- ❖ Robust reporting structure
- ❖ Safety and Quality reporting
- ❖ Culture of Safety survey results
- ❖ Participate in Baptist Health La Grange activities

# Culture of Safety –Leader & Staff Development

- ❖ Supportive of a learning environment
- ❖ Professional Governance Structure
- ❖ Leader/Staff Development Discussions
  - ❖ Takes the place of annual evaluations
  - ❖ Provide employees with behaviors and learning opportunities to support job performance
  - ❖ Goal focused
  - ❖ Core competency behaviors that align with mission, vision, and values

# Culture of Safety – Shared Vision/Goals



# Culture of Safety –Just Culture

- ❖ Organizational commitment
- ❖ Good catch program
- ❖ Occurrence reporting
- ❖ High quality investigations
  - ❖ Goal of learning to improve safety
  - ❖ Share across the system



# Culture of Safety –Patient & Family Engagement

- ❖ Patient and family advisory committee
- ❖ Use complaints and/or grievances to improve processes
- ❖ Board of Director members on working committees
- ❖ Promote/encourage self-advocacy in patients

# Culture of Safety Survey (Action Plan Example)

- ❖ Results are shared (Transparency)
- ❖ Executive leaders met with each department leader to review results
- ❖ Each department leader met with staff to develop goals and action plans
- ❖ Organization Culture of Safety Action Planning Task Force
  - ❖ Combination of bedside staff, leaders, and executive team
- ❖ Identified opportunity for Handoff & Information Exchange
  - ❖ Shadow and Share Program
  - ❖ Professional Governance Ambassadors
  - ❖ Interdepartmental rapid operational improvement (GEMBA walks)
  - ❖ Handoff & Information Exchange added to incident reporting



# Physician and Nurse Communication

- ❖ All staff received communication & service recovery training
  - ❖ GREAT with HEART
  - ❖ Scripting
  
- ❖ Charge Nurse empowerment
  - ❖ Additional focus on training and follow up with patient complaints
  
- ❖ Nurse leader rounding
  - ❖ Goal of all patients
  
- ❖ Hourly rounding on patients
  
- ❖ Employee rounding
  - ❖ Leaders in department
  - ❖ Leaders attending daily unit huddles
  
- ❖ Sharing provider communication metrics and results