Implementation of a Safety Coach Program
To Promote Safety & Reliability at the Sharp End

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ABSTRACT

Highly reliable organizations operate in complex, high risk environments and are successful in preventing errors in part by a shared risk awareness and preoccupation with failure among all team members. Achieving a high reliability culture requires a commitment on the part of all associates: from the board room to the front line. In Spring of 2016, AMITA Health Advent Medical Centers Hinsdale and La Grange embarked on our high reliability journey and soon recognized that to be successful in advancing a highly reliable culture and promoting safe behaviors to prevent patient harm, leaders needed support.

In January of 2017, a Safety Coach Program was launched across the two hospital campuses. Safety Coaches provide real time acknowledgement of safe behaviors and coaching and feedback when at-risk behaviors are observed. Safety Coaches are also instrumental in promoting and advancing the safety climate at the department level. Safety Coaches are selected by their leader based on qualifications outlined in a Safety Coach "Primer." Every department in both hospitals is represented. Led by the Patient Safety Specialists, Safety Coaches meet monthly to share patient safety stories, learn high reliability error prevention techniques, and discuss patient safety topics.

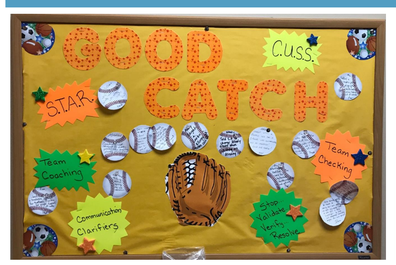
BACKGROUND

People make mistakes. Humans experience errors regardless of education, competency and years of experience. Combine this fact with the complexity of healthcare and the risky environment in which healthcare professionals operate, the chance of experiencing an error is greatly increased. Healthcare organizations achieve high levels of safety by combining reliable, evidence-based care bundles, set expectations of safety as a core value and commitment to an exceptional patient experience. High reliability error prevention techniques are universal skills that compliment technical skills. They are designed for use at the front line and when practiced consistently can prevent errors from happening. Safety Coaches build relationships with their peers at the frontline and focus on hardwiring the use of error prevention techniques.

Safety Coaches are department-based front line staff who are passionate about patient safety. Safety Coaches model the error prevention techniques. They observe peers and provide instant feedback and constant reinforcement of these safe behaviors.

Robust safety event and near miss reporting is a hallmark of a safe, transparent culture. Since launching the Safety Coach Program in January 2017, AMITA Health Advent Hinsdale and La Grange hospitals have realized an increase of 54% at Hinsdale and 53% at La Grange in safety event and near-miss reporting between calendar year 2017-2018. Event reporting continues to increase at both hospitals in 2019.

SAFETY COACH CREATIVITY



IMPLEMENTATION

What is a Safety Coach?

- Department-based front line staff from every department
- Clinical and non-clinical
- Provide peer to peer support and feedback
- Reinforce safe behaviors within department

Safety Coach Kickoff

- January 2017 one-hour meeting
- Attended by Leaders and Safety Coaches
- Safety Coach "Primer"
- Safety Coach Playbook: expectations for Safety Coaches and Leaders

Safety Coach Playbook

- Model Error Prevention Techniques to drive habit formation
- Teach, observe, and coach peers
- Regularly debrief with Leader
- Collect & share Good Catch and Safety Stories

Safety Coach Meetings

- Four meeting options each month
- Early morning options for night shift coaches
- What's Your Story? Shared learnings from safety events and near misses
- Treasure Chest shopping expeditions

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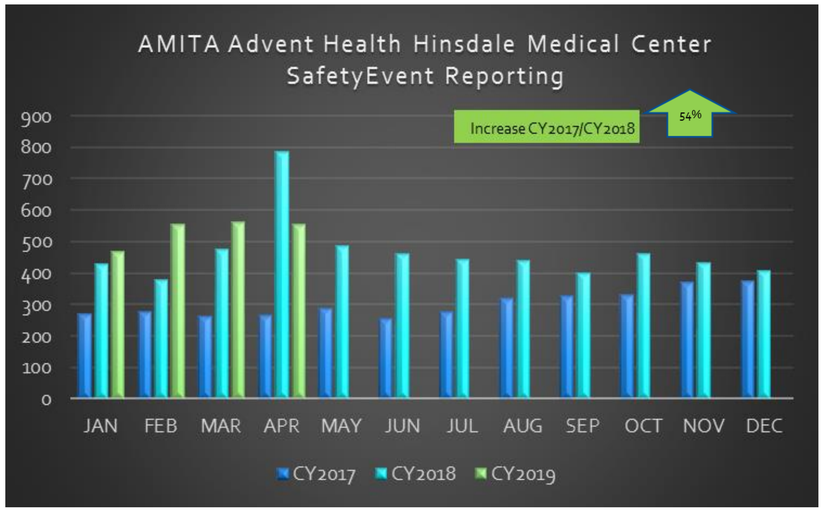
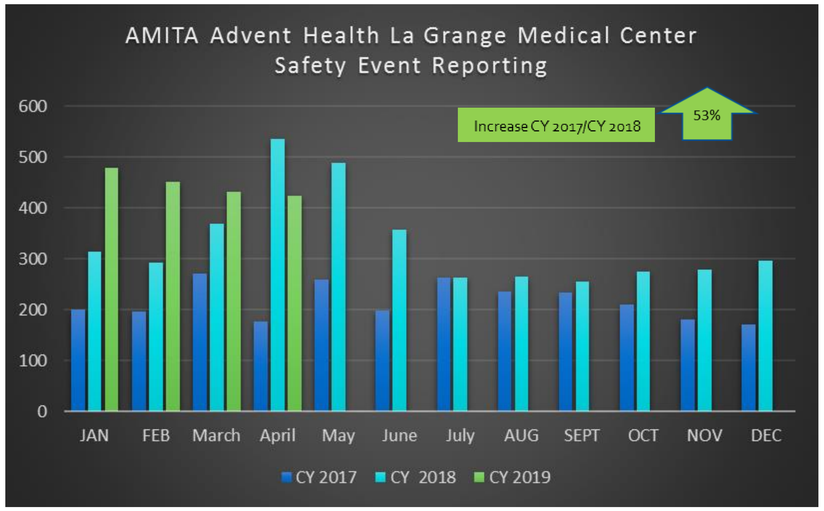
RESULTS





NEXT STEPS

- Re-introduction/reinforcement of Error Prevention Techniques aligned with AMITA 2.0 rollout
- Safety Coach Newsletter:
  - Announcements
  - Great Catch stories
  - Safety alerts
  - Patient safety topics
  - Safety Coach of the Quarter
- Safety Coach collaboration across AMITA 1.0 and 2.0