Implementing High Reliability Organization Error Prevention Tools in a Complex Healthcare Environment

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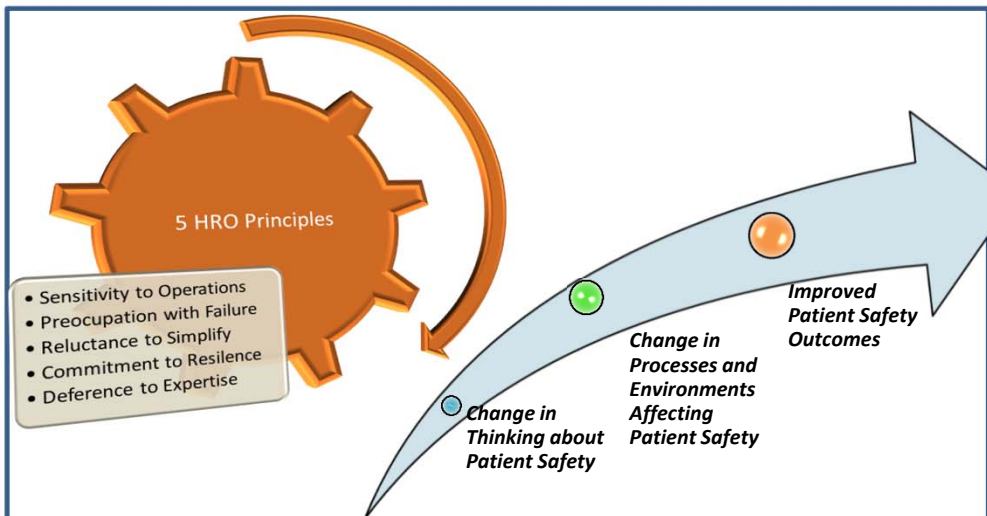OFFICE OF MILITARY MEDICINE

BACKGROUND

- As death due to medical errors are estimated to be the third leading cause of death in the country, a growing number of health care systems are taking interest in adapting High Reliability Organization (HRO) principles.
- Error prevention tools have been adapted to precipitate a "culture of Safety" and achieve a goal of zero harm in patient outcomes.
- The utilization of "Trusted Care" Principles assisted in the Air Force Medical Services' reduction in Serious Safety Event Rates by 49% organization-wide.
- The focus of HRO prevention tools and techniques provided a foundation that allowed for a series of checks and balances that fostered a questioning attitude and a commitment to improvement.
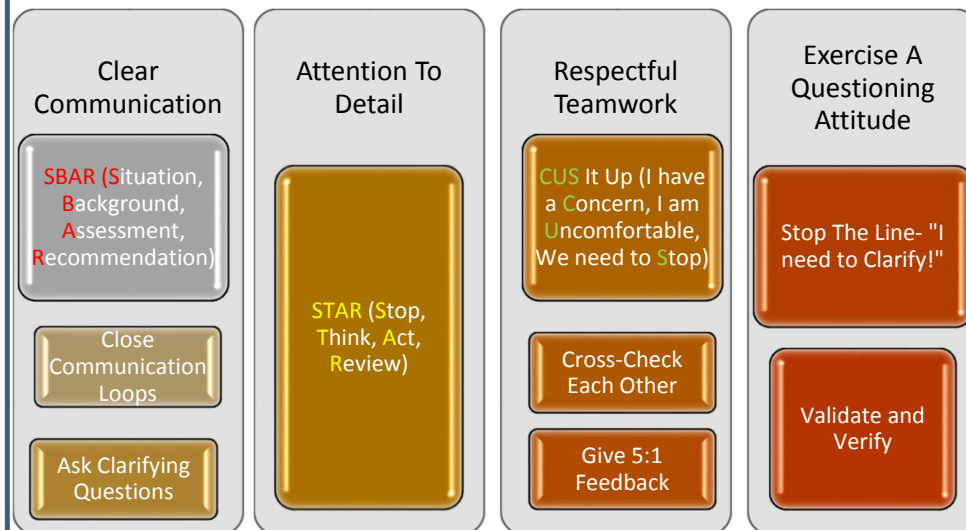
PURPOSE

- To significantly reduce clinical errors and poor patient outcomes by utilizing taught behaviors, principles, and techniques that aim to enhance communication, work culture advocacy, and clinical mindfulness that achieves zero patient harm and encourages a "Trusted Care" environment.

METHODS

- Qualitative review of existing data on error prevention tools and implementation results in healthcare organizations and patient care settings.

5 HRO Principles

- Sensitivity to Operations
- Preoccupation with Failure
- Reluctance to Simplify
- Commitment to Resilence
- Deference to Expertise

Change in Thinking about Patient Safety

Change in Processes and Environments Affecting Patient Safety

Improved Patient Safety Outcomes

Error Prevention Toolbox

Clear Communication

- SBAR (Situation, Background, Assessment, Recommendation)
- Close Communication Loops
- Ask Clarifying Questions

Attention To Detail

- STAR (Stop, Think, Act, Review)

Respectful Teamwork

- CUS It Up (I have a Concern, I am Uncomfortable, We need to Stop)
- Cross-Check Each Other
- Give 5:1 Feedback

Exercise A Questioning Attitude

- Stop The Line- "I need to Clarify!"
- Validate and Verify

RESULTS

- The implementation of "Trusted Care" Techniques were found to be linked to a reduction in patient safety incidents, an enhancement in a patient safety culture, and a mindfulness in high acuity, high risk situations that served to reduce errors from reaching the patient.
- Multicomponent HRO interventions that include several of the 5 common implementation strategies and that are delivered for at least 2 years are associated with improvement process outcomes, such as reduced Serious Safety Events.

CONCLUSIONS

- Adopting a culture of High Reliability and "Trusted Care" principles provides a foundation for best practices among the most unstable, unpredictable, and high risk healthcare settings.
- It is anticipated that in this culture, healthcare organizations and staff members will feel empowered to advocate for process change that leads to prevention in clinical errors and achieving the goal of zero patient harm.

REFERENCES

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