

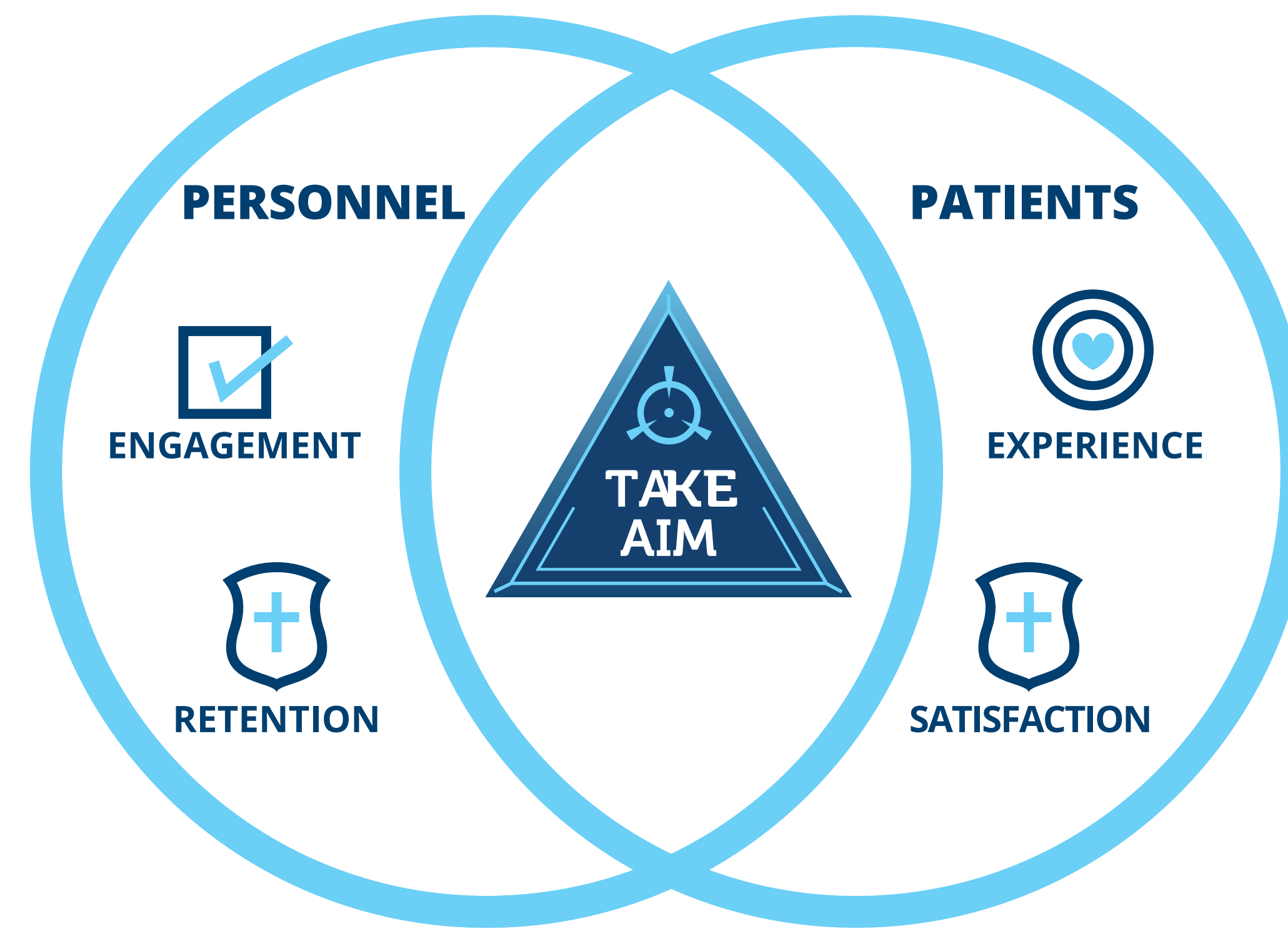
# ASSESSING AND BUILDING A CULTURE OF SAFETY THROUGH MULTI-CHANNEL PROCESS

## DESCRIPTION

Understanding the perceptions of healthcare workers (HCWs) is a critical component of improving worker safety within your organization. Through effective worker engagement, hospital administration can gain HCW "buy-in" on building a culture of safety and build momentum toward achieving the initiative.

A new process, the TAKE AIM™ Engagement, is designed to engage workers while helping to measure and improve their workplace safety. TAKE AIM uses surveys to provide leadership with insights into the status quo, which can then be synthesized to identify the need for change.

- A** ▶ Assess current practices
- I** ▶ Insights from staff & patients
- M** ▶ Methodologies on potential engineering controls



## AIM

Hospitals are an unsafe places to be employed, this process identifies how to improve safety.

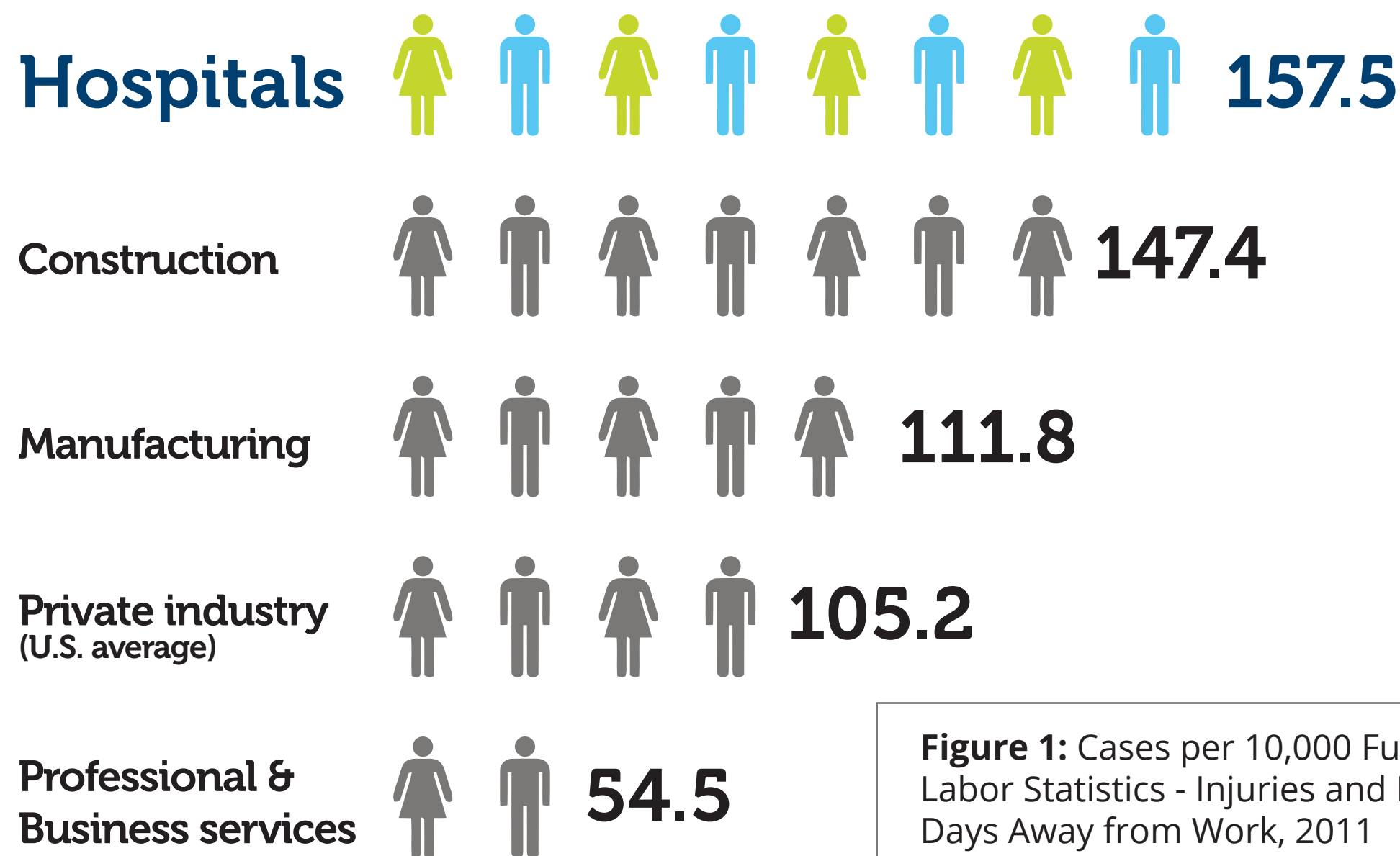


Figure 1: Cases per 10,000 Full Time Employees Bureau of Labor Statistics - Injuries and Illnesses Resulting in Days Away from Work, 2011

The TAKE AIM Engagement helps hospital leadership meet strategic initiatives by merging a comprehensive review of programs and processes with the perceptions of workers and prospective patients.

A comprehensive TAKE AIM Report is delivered in 2 - 4 months



ALL TAKE AIM INSTRUMENTS ARE ROOTED IN THE METHODOLOGIES OF:

- ✓ AHRQ Culture of Safety Survey
- ✓ International Safety Center EPINet®
- ✓ HCAHPS Survey
- ✓ Other published studies

## ACTIONS TAKEN

THE TAKE AIM ENGAGEMENT INVOLVES THREE KEY COMPONENTS:

- 1 HCW Perception
- 2 Prospective Patient
- 3 Current Practice

### HCW PERCEPTION SURVEYS

**Survey 1:** Customized online survey, sponsored by the International Safety Center, documenting general safety and risk perceptions.



Perception of Risk	Perception of safety culture	Perception of Policies & Processes
Incident Frequency	Safety Oversight	Workload/Overload
Engineering Control	Workload/Overload	Staff Input & Evaluation
Error Reporting	Use of PPE	Incident Frequency
Staff input & evaluations	Error Reporting	Use of PPE

**Survey 2:** Customized online survey completed by a select group of HCWs after wear-testing a newly engineered garment as part of an innovative approach to safety. It provides valuable insight into HCW satisfaction.

### PROSPECTIVE PATIENT SURVEY

Modeled after the HCAHPS survey, this survey tool is an initiative to understand how potential patients view the reputation of the organization and your staff. This is prospective, as compared to the retrospective approach of HCAHPS, and delivers compelling market research to hospital leadership about what is really important to their targeted patient population.

Perception of Competition	Perception vs "Best" & "Worst" Hospitals	Perception vs Other Hospitals
Clean Environment	Staff Face Time	Staff Face Time
Protective Apparel	Worker Friendliness	Clean Environment
Staff Face Time	Outpatient Follow-Up	Outpatient Follow-Up
Worker Appearance	Clean Environment	Staff to Patient Ratio

### CURRENT PRACTICE ASSESSMENT

This assessment is conducted by an AHA Solutions partner who, through on-site discussions, gathers input. The AHA Solutions partner will review data on your programs and processes related to relevant best practices.

## SUMMARY OF RESULTS

TAKE AIM data will be quantitatively and qualitatively analyzed and assembled into the TAKE AIM Report. While the TAKE AIM can be performed at any healthcare organization, all data and reporting is custom to the organization. This results in unique and actionable recommendations for developing a strong culture of safety.

TABLE 1 – KEY SCORES AND RATINGS BY AREA

	Average Score	Perception of risk	Safety measures	Satisfaction	Incidents/worker/month
Use of PPE	0	0	0	0	n/a
Engineering Control	2	12	4	6	n/a
Workload/ Overload	0	0	0	0	n/a
Safety Oversight	1	2	7	2	n/a
Error Reporting	2	10	8	2	n/a
Staff input & evaluation	2	8	6	12	n/a
Incident frequency	2	14	2	10	n/a
Raw score		46	27	32	n/a
Normalized score (scale 1 to 100)		82.1	48.2	57.1	
Rating		High	Low	Low	0.31
6- Month Target		Moderate	Moderate	Moderate	Reduce from .6 to .3
Status		Above Target	Below target	Below target	On target

Higher numbers indicate greater importance

TABLE 2 - SUMMARY OF DATA

HEALTHCARE WORKERS			
Area	Objective(s)/Target(s)	Status	Comments
Perceived risk (low indicates a high perceived risk)	Increase from low to moderate	+	Doing well...workers perceive a low risk
Perception of safety measures	Increase from low to moderate	-	Although perceived risk is low there is not a belief that the <institution> is doing enough to increase safety
Satisfaction	Increase from low to moderate	-	Belief that the hospital is understaffed and that there is not enough attention given to patients
Incidents/Worker/Month	Decrease from 0.6 to 0.3	0	Steady at 0.31; target generally being met

"+" = above target; "0" = at target; "-" = below target

## CONCLUSIONS

The TAKE AIM Engagement is a unique step forward to helping leadership achieve strategic initiatives by improving HCW perceptions, which may lead to higher levels of worker satisfaction and, therefore, retention. It is also reasonable to conclude improved HCW satisfaction and retention can lead to better patient satisfaction scores. More work on this topic is required and this will be the first in a series of submissions that will follow the initiation, results and conclusions generated from this unique proposition.