

Hospital Data

	Nov.
Acute Hospital Admissions	12
Observation Hospital Admissions	9
Swingbed Hospital Admissions	4
Total Admissions	25
Total Readmissions	0
Treatment Room Pts	161
# of Discharged VTE Pts Calculated	12
% of Adequate Prophylaxis Received	100
Catheter Days	6
HAI CAUTI	0
# Days Since Last CAUTI	1592
# of Pts on Coumadin	2
Pts with INR >6	0
# of Pts on Insulin	5
Pts with BS <50	0
# of Injurious Falls	0
# of Non-Injurious Falls	0
Days Since Last Injurious Fall	84
Days Since Last Non-Injurious Fall	35

SQSS– Online Incident Reporting

What

SQSS is a user friendly program that is able to drive excellent patient outcomes and improve processes throughout the facility. SQSS has a variety of different capabilities to track performances, but at Saunders Medical Center we are going to first utilize the incident reporting tool. With a few simple clicks, any staff member will be able to submit an Occurrence, Near Miss, or Great Catch. No more paper!

How it Works

Everyone should have watched a "How-to" video on Relias to learn how to submit an occurrence. Follow these simple steps to create a report:

1. Go to SMC Applications > SQSS > Log In
2. Click **Report Occurrence** on the left hand side.
3. Select whether you are submitting an Incident, Near Miss, or Great Catch.
4. Complete boxes as directed. (All boxes with an * are required fields.)
 - Please use FACTS only when describing an incident.
5. Once Occurrence Report has been completed, click **Save and Continue**.
6. If occurrence has investigative questions, you will see them here and you can fill them out accordingly and click **Save Changes**.
7. Click **Submit to RM Professional**

Incident	Near Miss	Great Catch
An incident is an occurrence where an error or practice deviation, outside of established standards, has actually happened and made its way to an endpoint in a process that raises the risk that harm and/or loss could be the outcome.	A Near Miss is an occurrence when an error enters a patient care or operational process but is stopped before it can reach the endpoint where harm can be the outcome.	A Great Catch involves the proactive identification of conditions that set the stage for an error to occur.

Things to Remember when Entering an Occurrence

1. Write objectively. Describe exactly what you encountered.
2. Incorporate witnesses into the report if applicable.
3. Don't assign blame (avoid "should have's")
4. Avoid assumptions, opinions, and hearsay
5. Remember these are not punitive. Typically incidents happen due to a system failure, NOT a performance error.

Remember

You can't fix what you don't know is broken...

Example of an Appropriate Report

Tylenol 325mg was given to John Doe and the order on file was Tylenol 650mg prn headache.

Example of a Jousting Report

Sally was really tired when she was working the other night and gave John Doe the wrong medication. She should have known better than this.

TeamSTEPPS Tool of the Month: SBAR



What is it?

SBAR is an easy to use, structured form of communication that enables information to be transferred accurately between individuals. SBAR was originally developed by the United States Military for communication on nuclear submarines, but has been successfully used in many different healthcare settings, particularly relating to improving patient safety.

When to use it

Communication can be defined as 'a two-way process of reaching mutual understanding, in which participants not only exchange information but also create and share meaning.' SBAR can be used in any setting but can be particularly effective in reducing the barrier to effective communication across different disciplines and between different levels of staff. The use of SBAR provides clarity to communication and prevents the unreliable process of 'hinting and hoping' that the other person understands.

TIP:

Less experienced clinical staff can sometimes be anxious about making recommendations. When this is the case, offer extra support, encouragement and training. A good place to start is by trying the tool with supportive colleagues and to do role play to try it out.

Patient comments

"I always am treated wonderful when I have my visits at the MS clinic. I drive 3 hours one way and it's definitely worth the drive. Melissa is an excellent person who takes the time to listen and understands me!!!"

"Dr. Akers is wonderful! So very pleased with my first experience with her! Loved that she contacted me personally about my test results as well."

"I was very pleased with the way the ER staff took care of me. I would highly recommend to family and friends about SMC and it's staff."

"Dr. Meduna and his staff are wonderful."

"I feel I've been going there for 30 years and the doctors just get better all the time. Dr. Newburn is just perfect for me. He was an answer to my prayers. He listens to me and is a wonderful doctor."

"Great experience for a procedure I put off for years. Very satisfied."

"It all went well. Nate takes the time to hear concerns and visit about my health."

"Love the techs in radiology! They are the reason I get my mammogram at Saunders Medical Center!"

"The entire staff from front desk to RN to MD were all very professional and kind. I could not have asked for a better visit."

Keep up the good work!

November 2018 Patient Satisfaction Survey Results

