Using Patient Advocacy and the Just Culture to Promote Patient Safety

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Penrose-St. Francis Health Services is a full-service, 522-bed acute care facility in Colorado Springs which includes Penrose Hospital and St. Francis Medical Center.

We are part of Centura Health, Colorado and western Kansas’ largest hospital and health care network delivering advanced care to more than half a million people each year, across 15 hospitals, seven senior living communities, medical clinics, Flight For Life® and home care and hospice services.
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Penrose-St. Francis Health Services is proud to be named one of "America's 50 Best Hospital's" for 7 years in a row (2008 - 2014) by Healthgrades, the only recipient in Colorado and the Top 1 percent in the nation!

Penrose-St. Francis Health Services is proud to be a Magnet-recognized organization, as the credential reinforces our dedication to quality patient care.

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Penrose Hospital
* 364 licensed beds
* provides secondary and tertiary (high tech) medical-surgical service
* emphasis on elective and outpatient care
* grown into a major health treatment and referral center, specializing in cancer care, cardiac care, emergency trauma care and physical rehabilitation
* Established in 1890 as a tuberculosis sanatorium
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*St. Francis Medical Center*

*172-bed facility

* Birth Center with Level III Neonatal Intensive Care Unit, Pediatric Care Unit, Emergency Department, Level IV Trauma Center, Imaging Services, Surgical Services, and Critical Care

* home base for the Flight For Life Colorado air ambulance helicopter service.

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• Objectives:
  
  • Describe the key processes of applying the Just Culture algorithm.
  • Identify the main concepts of patient advocacy.
  • Identify how Just Culture promotes both patient advocacy and patient safety.
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SO………
Just What is Patient Advocacy?

ad·vo·ca·cy
/ˈædvəkəsi/ Show Spelled [ad-vuh-kuh-see] Show IPA noun, plural ad·vo·ca·cies.
the act of pleading for, supporting, or recommending; active espousal: He was known for his advocacy of states’ rights.

http://dictionary.reference.com/browse/advocacy?s=t

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Monster.com Job Description:
Patient Advocate Job Purpose: Maintains patient rights by educating patients; responding to patient and patient family complaints; resolving patient issues; reporting unresolved issues.


Centura:
Every Centura Health hospital offers a patient representative whose job is to help you have a better hospital stay. If you or your family has a concern or a complaint, our patient representatives can help. They are responsible for investigating your concerns and then responding to you and your family with their findings and recommendations for how your concerns can be resolved.

http://www.centura.org/patient-representatives
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Society of Healthcare Consumer Advocates (SHCA)

Patient Rights
Bioethics
• Advance Directives
• Ethics Committee
• Patient Bill of Rights

Grievance & Complaint Management

Measuring Patient Satisfaction

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• Interpersonal Communications

• Customer Service/Service Excellence

• Mediation/Conflict Negotiation
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• Crisis Intervention
• Data Management
• Healthcare Management
  *Global Perspectives*
  *Organizational Management*

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• Advocacy and Patient Safety
  – Hear concerns
  – Be the eyes and ears of the patient
  – Assist with Quality Improvement utilizing data
  – Work with staff and leaders to understand patient concerns and provide education for staff regarding issue resolution
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• Elements of Just Culture
  – Culture in which staff admit to mistakes.
  – Culture where accountable for choices
  – Balance between system and individual accountability
  – Supports safety and organizational values

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• Just Culture Premise
  – Humans make mistakes
  – Humans drift
  – Risk is all around us
  – Manage organization values
  – Accountability
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- Systems for error control
  - “No mistakes”
  - Skill
  - Control performance
  - Barriers
  - Recovery / Redundancy

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- At Risk Behavior vs Reckless Behavior
  - At risk behavior deviates from the norm
    - Deviation has not caused harm in past
    - Habitual until harm occurs
    - Unknowingly increases risk
  - Reckless behavior
    - Recognized risk
    - Conscious choice to behave
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• At Risk Behavior vs Reckless Behavior

• Speeding:
  – At risk behavior
    • 2-5 miles per hour over the limit
  – Reckless behavior
    • 15-20 miles per hour over the limit

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• Investigation process

• Centura expects that associates are responsible for
  – Performance of Outcomes
  – Follow Procedural Rules
  – Avoid Harm
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• Examples
  – An 80 year old women is admitted with CVA. She has progressed with her treatment and will be discharged to a skilled facility tomorrow. It is late afternoon and the CNA is getting her patients up to the chair for dinner. As she is transferring the patient, the patient becomes weak and falls sustaining a hip fracture.
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• Examples
  – The investigation reveals:
    • The CNA was working past the end of her normal shift since the oncoming CNA had called in sick
    • She did not apply a gait belt to the patient as required by policy with transfers
  – At Risk or Reckless Behavior?

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• Examples
  – Sue was providing cardiac medication to a patient that had been admitted the night before with vomiting and diarrhea. Upon entering the room, the patient was going into the bathroom and asked the nurse to leave the medication on the table. She left the medication. 15 minutes later, the patient called to ask what the medications were and upon the nurse telling him, it was noted this was 4 times his normal dose.
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• Examples
  – The investigation reveals:
    • The order was for the dose that was provided to the patient.
    • The nurse had provided a brief discussion with the patient what the pills were
  – At Risk or Reckless Behavior?

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• Examples
  – Middle aged man presents via ambulance to the ED with severe head trauma post fall. He was taken emergently to the OR for right craniotomy for subdural bleed. There was no consent as the patient came in unaccompanied and unresponsive. The surgeon began the surgery by making an incision on the left side rather than the right. The error was caught and the surgery was completed on the correct side.
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• Examples
  – The investigation reveals:
    • No time out was done
  – At Risk or Reckless Behavior?

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• Putting it all together:
  – Advocacy assists in patients making informed decisions, have a voice when healthcare actions and decisions may not be right/ethical, etc.
  – Just culture allows the organization to look at errors from a systems perspective in a non blaming manner (but with accountability)
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• Putting it all together:
  – Providing safety for the patient through advocates as well as encouraging reporting by staff of unsafe practice while holding staff accountable for their actions, we can move towards a culture of patient safety.....

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Questions/Comments?

Thank you
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References:
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http://www.centura.org/patient-representatives
http://www.shca-aha.org/

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