

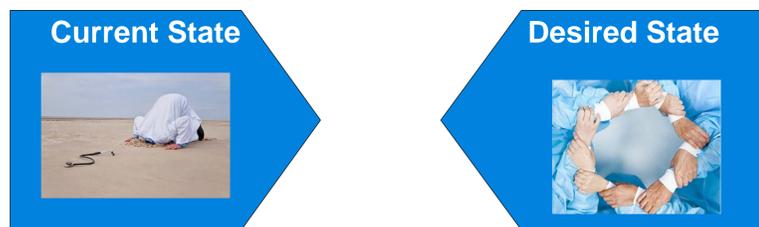
California Health Improvement Project (CHIP)

Reducing Patient Harm by Increasing Physician Integration

Darrell W. Harrington, M.D.
Harbor-UCLA Medical Center, Torrance, CA

Problem Statement and Underlying Causes

Preventable errors remain a significant contributor to patient harm in U.S. hospitals responsible for more than 200,000 deaths each year. Medication errors, excessive blood transfusions, healthcare-associated infections, and central line infections are among the most common causes. Limited physician integration in the Harbor-UCLA Medical Center's Patient Safety program has been documented as an important and ongoing contributing factor. Although physicians make up approximately 25% of the clinical workforce, less than 2.5% of all Patient Safety reports are submitted by physicians.



Project Description

Serious patient harm will be reduced by improving both trainee and faculty integration into the Harbor-UCLA Medical Center's Patient Safety program.

Goal and Objectives

Goal: To design and implement a replicable and innovative Graduate Medical Education (GME) curriculum which improves physician engagement and integration in patient safety reporting while reducing serious patient harm events.

Output-oriented Objectives:

1. Revise the GME policy related to Patient Safety by 9/30/2015 to:
 - reflect mandatory trainee use of the Safety Intelligence (SI) system to report patient harm
 - standardize the patient hand-over procedure by physicians
2. Develop a new and innovative curriculum related to patient safety by 2/28/2016.
3. All current trainees and core faculty will participate and complete curriculum by 5/31/2016; Subsequently, % of trainees/new faculty completing the curriculum will be reported annually.

Outcome-oriented Objectives:

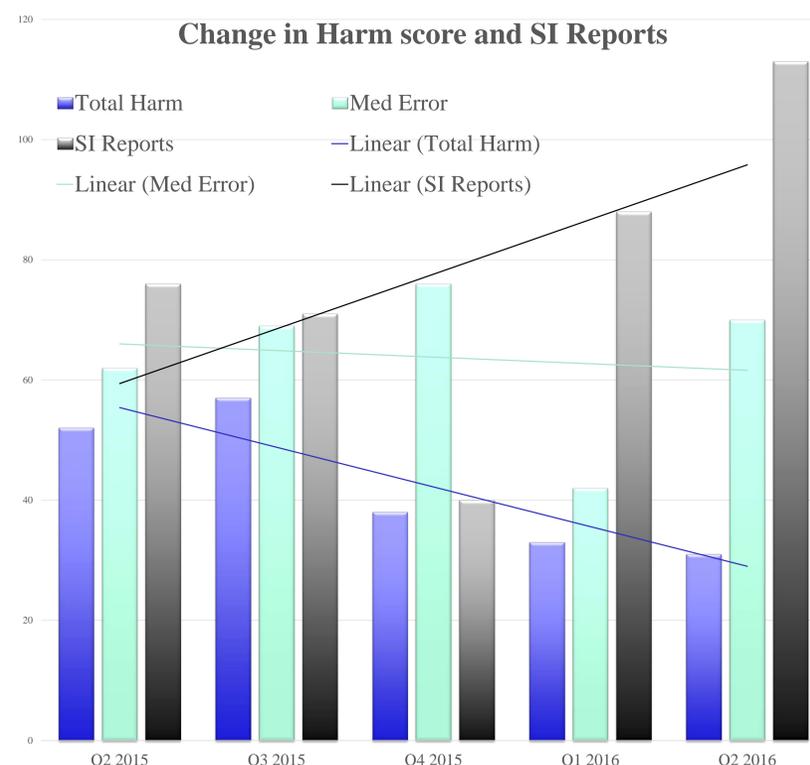
1. Increase use of patient safety reports by physicians by 25% by September 30, 2016.
2. Reduce serious patient harm events by 10% at Harbor-UCLA Medical Center by 12/31/2016.

Outputs & Outcomes

Outputs Achieved

1. The GME Committee. Developed and passed a policy of expectation for trainees to submit SI report in December 2016.
2. A multifaceted and innovative curriculum was developed which includes pre-orientation video, 2 orientation didactics, a video simulation session added to orientation and a 4-part simulation exercise for ongoing patient safety training.
 - The Simulation Center budget was increased along with new space allocated.
3. All (100%) incoming trainees have participated in the new videos, didactics, and the video simulation. The 4-part simulation exercise has been postponed pending moving into the Institution's new simulation center [tentatively scheduled for February 2017].
4. The SI reporting system has been revised to make reporting easier. In addition, the Risk Manager has developed a strategy to "close the loop" on all SI reports.

Outcomes Achieved

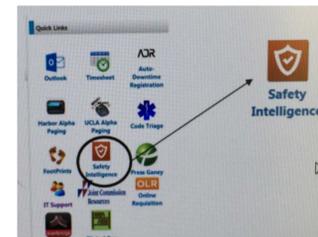


Lessons Learned

- ➔ Despite early buy-in from many stakeholders, the impact of competing organizational priorities cannot be underestimated in the planning process..
- ➔ Actively engaging physicians in the organization's patient safety program leads to and cultivates a culture of "problem solvers"
- ➔ Physicians and trainees do not understand the importance of their role in patient safety. Many assumptions are made which minimize physician engagement
- ➔ Alignment of both the Organizational and individual physician priorities regarding Patient Safety is necessary to reduce preventable harm.

Next Steps:

1. Complete implementation of 4-part simulation, including Faculty Training
2. Move into new Simulation Center
3. Share tools and experiences with other teaching institutions



Harbor-UCLA
MEDICAL CENTER

About My Organization

The Los Angeles Department of Health Services is the 2nd largest municipal Health System in the United States with 4 hospitals, 19 health centers providing care for nearly 700 thousand unique patients, employing 19, 000 employees with a \$4 billion annual budget. As one of the 4 hospitals, Harbor-UCLA Medical Center is a large public academic teaching hospital affiliated with the David Geffen School of Medicine at UCLA with over 500 trainees and 300 full-time faculty. It is a level 1 trauma and referral center providing primary and specialty care for residents of Los Angeles County.

Contact Me

For more information, contact me:
Darrell W. Harrington, M.D.
Assoc. Medical Director, Education
dharrington@dhs.lacounty.gov
(310)222-2903

CHCF HEALTH CARE LEADERSHIP PROGRAM