

# sentara nurse

Revitalization of a Safety Coach Program in the Ambulatory Setting of a Large Integrated Healthcare System to Improve Patient Safety, and Effectiveness

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### Background

Sentara Medical Group spans three states with over 200 sites yielding geographical challenges for daily monitoring and promoting safety

In 2012, Sentara Medical Group established a safety coach program to align with the rest of the healthcare system. In the recent past, the program lost its energy, and was in need of revitalization.

by a centralized quality department.

#### Contributing Factors to loss of program energy:

- Safety Coach turnover
- The *right* staff member was not always selected
- Clinical support for the role was not always present in the practice
- Coaches were not given time to attend training meetings or present at staff meetings and h.

A new vision, based on safety concerns, along with new support within the medical group, lead to the revitalization of the Safety Coach Program.

# Objectives

The Purpose of this project is to revitalize Sentara Medical Group Safety Coach program.

- Describe the revitalization of a Safety Coach program to support a culture of safety in office-based practices.
- Describe how the Safety Coach program within the ambulatory setting can impact patient safety and clinical effectiveness.
- Describe the importance of staff education/training and recognition initiatives to promote and support the safety coach role in the ambulatory setting.

"Finally, Safety coaches promote and cascade valuable information throughout the organization. They support a proactive focus on patient safety and engage best practices as a preventative tool before a serious safety event occurs"

B.B., Harton, & S.W., Ingram, (2013). Ready for Lift off: Implementing a safety coach initiative. *Nursing Management*. Lippincott Williams & Wilkins.

# **Program Revitalization Plan**

To ensure sustainability of the Safety Coach Program, the development and implementation of a comprehensive action plan was required.

# **Action Plan Summary**

Inclusion of practice managers and staff
Identified barriers to program utilization in practices
Reviewed and updated Safety Coach expectations

• Shared the qualities and expectations of a Safety Coach with the Practice Managers and asked for representatives

• Identified 1-2 new coaches per practice based on clinical expertise

• Leveraged newly added practice-based RNs to take on the practice safety coach role

• Implemented new meeting structure to improve attendance

Queried the nominated Safety Coaches for best day and time for meetings to occur

Overhauled Safety Coach orientation

Attend a recorded or live Safety Coach presentation

• Review of Safety Coach training packet

Sign a Safety Coach Commitment form yearly
Review of documents used to perform audits (hand hygiene, equipment checks, etc.)

Distribute Safety Coach badge cards for high visibility

• Implemented 5:1 feedback strategy

# Program Support Structure

# Quality Management Team Support

- Coordination of program
- Education and development
- Trending of safety risks
- Weekly safety calls

of presentations

Email link for quick Q&A support

#### 1:1 Safety Coach Support

- Yearly on site visits with Safety
   Coaches to preform audits
- Live weekly site report out of incidents, risks, and concerns
- Provide Q&A of best practices
- Discuss lessons learned

# Safety Coach Meetings

#### Agenda

- Brief meetings: 30-45 minutes
- Start with a safety story
- Live & recorded WebEx
- Include topics of interest
- Utilize incident data to teach to trends and risks

#### Support Materials

- Printable 1-page handouts for distribution to practice
- Encourage use of safety
   stories at practice huddles
- Promote sharing of lessons learned

## Selecting & Retaining Safety Coaches

Role of the Safety Coach

Embody Safety Habits

Wingman

Educator

Role Model

Story Teller

SENTAR

RN

SAFETY COACH

SENTARA.

Change Agent

Communicator

Observer/Auditor

**Commitment Form** 

Thank you for your commitment to serve as a safety coach for our safety initiative! We are on a continuing quest – a journey to create a culture of safety at Sentara and to prevent errors and events

 Share information from safety coach meetings with department (examples: staff meetings, poster presentations, handouts, bulletin boards)

Ensuring employees are scheduled/ covered to facilitate their regular attendance at safety coac

. You are a communicator, ensuring that our employees understand our behavior expectations.

Know, practice and make safety habits personal work habits

#### Safety Coach Qualities

- Highly engaged Team Member
- Must be active employee with solid knowledge of our Safety
   Habits and a willingness to be a Safety Coach
- Should have genuine interest in safety issues and be willing to commit to completion of responsibilities
- Must be willing to provide peer coaching and peer checking
- Attend a minimum of 75% of the safety coach meetings
- Must receive manager approval

## **Safety Coach Recognition**

"Incredible Award"—
Encourage managers to present lapel pins for safety successes









# **Program Outcomes**

- Safety reporting and awareness
- Increased Safety Coach meeting attendance
- Improved Safety Coach retention
- Increased overall number of Safety Coaches

#### Acknowledgements & References

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