



sentara nurse

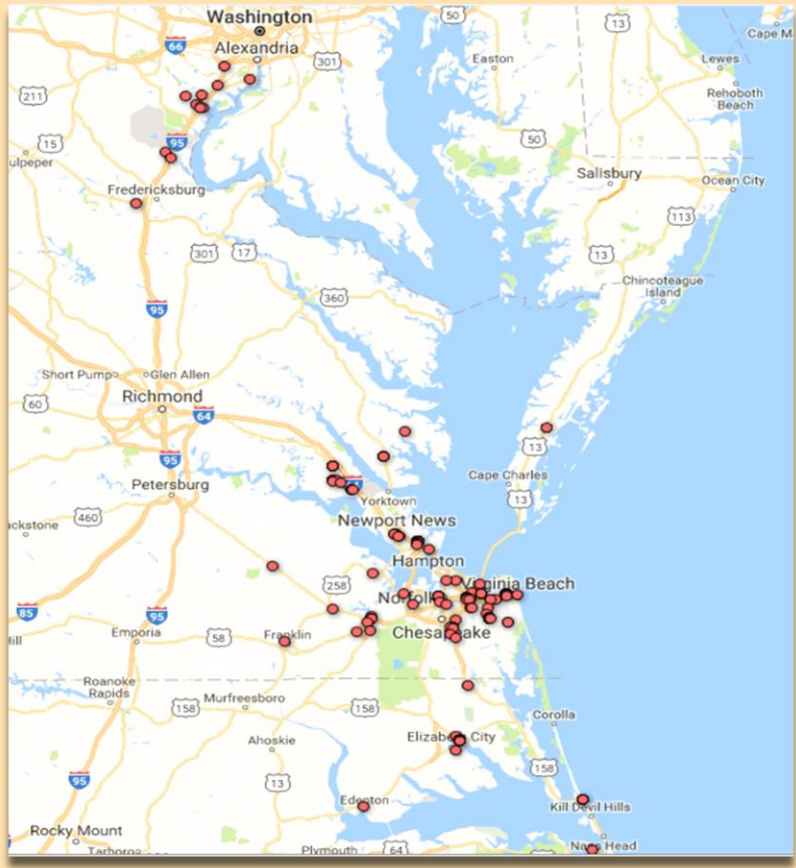
Revitalization of a Safety Coach Program in the Ambulatory Setting of a Large Integrated Healthcare System to Improve Patient Safety, and Effectiveness

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Background

Sentara Medical Group spans three states with over 200 sites yielding geographical challenges for daily monitoring and promoting safety by a centralized quality department.



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.

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.

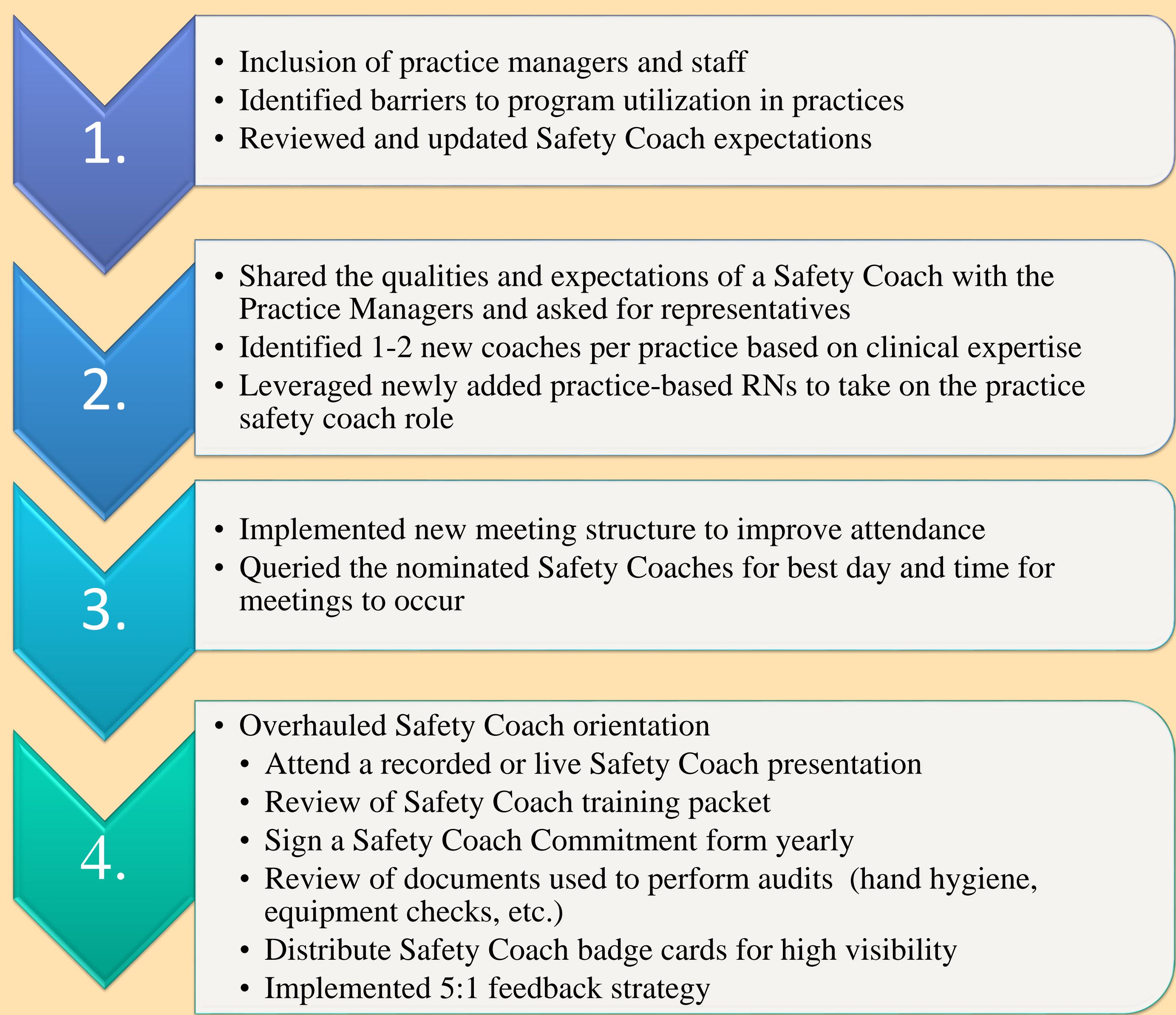
“Finally, Safety coaches promote and cascade valuable information throughout the organization. They support a proactive focus on patient safety and engage best practices as a preventative tool before a serious safety event occurs”

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



Program Support Structure

Quality Management Team Support

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

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

Role of the Safety Coach

- Embody Safety Habits
- Wingman
- Communicator
- Educator
- Role Model
- Observer/Auditor
- Story Teller
- Change Agent



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

Mary Morin, RN, NEA-BC

Kathy McCoy, MBA,RN-BC,BSN, CCRN

Ericka Saucier, Business Analyst

Betty Mahon, MSN, BSN, RN

Carmen Hoffman, BSN, RN

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May 2018, Melanie Sue Englen mseleng@sentara.com