

SUPERSCRUBS!

PATIENT SAFETY: HOW ORDINARY WORKERS SAVE LIVES



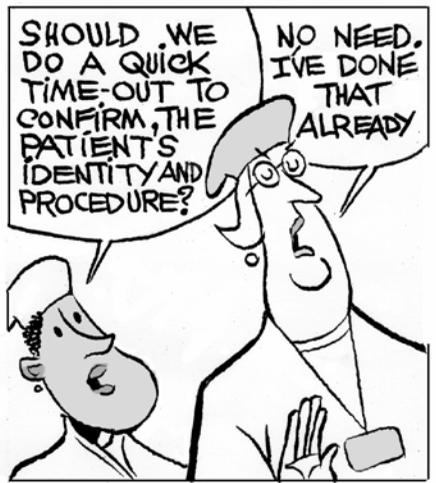
Setting Started on the Wrong Foot



PATIENT	START TIME	PROCEDURE
ALVAREZ JOSE A.	9am	PROSTATECTOMY
SMITH, JASPER	9am	GALL-BLADDER
ALVAREZ JOSE N.	9am	AMPUTATION RT. FOOT
VERNAL LIZ		KNEE



SO, NO MORE PROBLEMS URINATING?



A Dirty Little Secret

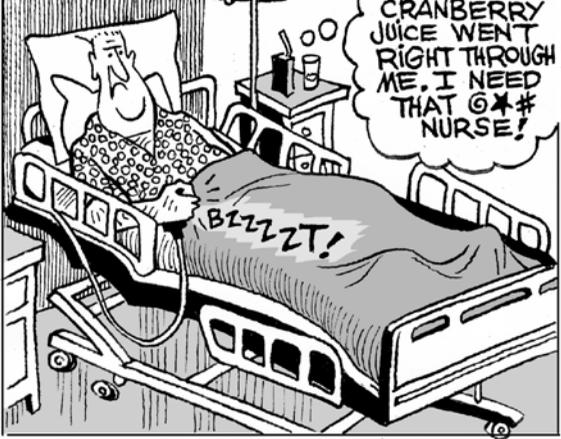


Jasper's Gotta Go

Room two, 73-year-old patient Jasper Smith

9:00

MAN, THAT CRANBERRY JUICE WENT RIGHT THROUGH ME. I NEED THAT @*# NURSE!



9:05

Tick Tick Tick



WHAT, ARE THEY TRYING TO MAKE ME WORK FOR IT?



Meanwhile, at the nurses' station

MY HOURLY ROUNDING CAN WAIT RIGHT NOW. IF I DON'T GET THE MEDS READY I'LL BE LATE IN ADMINISTERING THEM...



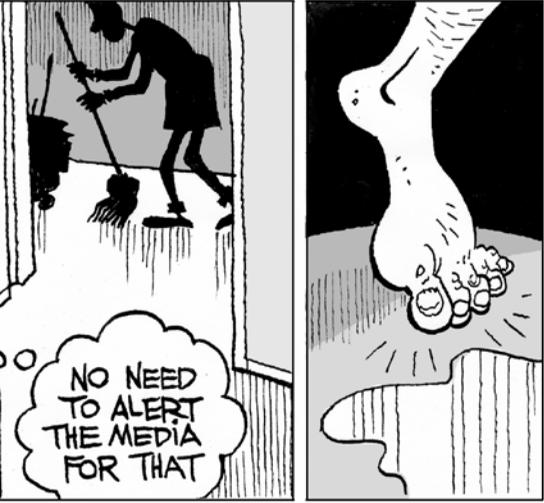
OK, I CAN DO THIS

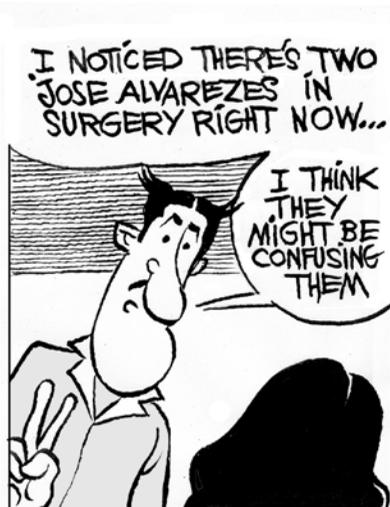
CALL DONT FALL



IT'S JUST FIVE STEPS TO RELIEF, AFTER ALL

NO NEED TO ALERT THE MEDIA FOR THAT





Later, at the PACU huddle

I'M SORRY I WAS HARD ON YOU, BRANDY. GO AHEAD NOW, TELL EVERYONE YOUR IDEA

WHAT IF WE PUT GEL DISPENSERS BY EACH BED? IF MANNY HADN'T CAUGHT MY EYE, I'M NOT SURE I WOULD'VE REACHED FOR THE GEL. LET'S MAKE IT EASY TO DO. THE RIGHT THING

Back at the MED-SURG floor

HEY CONNIE, YOUR PATIENT IN ROOM 2 NEEDS TO USE THE BATHROOM. YOU LOOK BUSY. CAN I HELP HIM?

THANKS, YES! I'VE GOT A LOT OF PREP WORK HERE. I'LL ROUND ON THE REST OF MY PATIENTS WHEN I GIVE THEM THEIR MEDS

The next day:

SARAH, THAT WAS GREAT TEAMWORK YESTERDAY WHEN YOU HELPED CONNIE'S PATIENT. REMEMBER, EVERYONE, ASK FOR HELP WHEN YOU NEED IT - AND OFFER HELP EVEN IF YOU HAVEN'T BEEN ASKED

I WAS TORN: MY PRIORITY IS MY PATIENT'S SAFETY BUT IT'S IMPORTANT TO GIVE MEDS ON TIME.

I LOVE THAT PEOPLE HERE HELP EACH OTHER. I NEED TO REMEMBER THAT I CAN ASK FOR HELP

A few days later at the EVS huddle

→ 90%

SO, OUR PATIENT SATISFACTION SCORES ARE STILL AT 90%. WHAT ELSE? SAFETY? ANY IDEAS? WHAT'S GOING ON OUT THERE?



Patient Safety Resources

For more information about patient safety and what you can do, check out these online resources and trainings:

- » Kaiser Permanente patient safety: <http://kpnet.kp.org/qrrm/patient/index.html>
- » Kaiser Permanente risk management: <http://kpnet.kp.org/qrrm/risk/index.htm>
- » “Patient Safety University for Frontline Staff” modules: Log on to KP Learn at <http://learn.kp.org> and search for [Patient Safety University](#).
- » Institute for Healthcare Improvement: www.ihl.org

Or contact your regional Patient Safety lead:

Colorado, Kathleen.S.Music@kp.org

Georgia, Sabrina.Russell@kp.org

Hawaii, Alison.Miyasaki@kp.org

Mid-Atlantic States, Rachel.MacEachin@kp.org

Northwest, Carlton.C.Washington@kp.org

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Please send feedback to LMP-Feedback@kp.org.

SuperScrubs was jointly produced by Brand Communication, Office of Labor Management Partnership, and Department of Care and Service Quality.

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