Patient Safety Organization Advances Patient Safety through Collaboration

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OVERVIEW
- Baptist Health South Florida (BHSF) established a component Patient Safety Organization (PSO) named Baptist Health Patient Safety Partnership (PSP) certified by January 13, 2010.
- January 2013 the PSP was recertified.
- BHSF consists of:
  - 6 hospitals
  - 40 outpatient/diagnostic centers
  - Baptist Health Medical Group
- Authorized by the Patient Safety and Quality Improvement Act (PSQIA) of 2005, PSOs create a secure environment where aggregate data across multiple healthcare providers is collected and analyzed to identify and reduce the risks associated with patient care.

Definition of Patient Safety Work Product (PSWP):
- Includes any data, records, memora, analyses, or written or oral statements, which could improve patient safety, health care quality, or health care outcomes, that are assembled or developed by a provider for reporting to a PSO and are reported to a PSO.
- Authorized by the Patient Safety and Quality Improvement Act (PSQIA) of 2005, PSOs create a secure environment where aggregate data across multiple healthcare providers is collected and analyzed to identify and reduce the risks associated with patient care.

PSWP does not include:
- Patient’s medical record
- Patient’s billing statement
- Patient’s discharge information
- Original patient or provider information
- Information that is collected, maintained, or developed and/or exists separately from a PSES.

METHODS
The Patient Safety Partnership’s function is to:
- Collect patient safety work product (PSWP) from patient safety evaluation systems (PSESs) and protect it within the PSP.
- By analyzing the data, the PSP identifies issues proactively.
- The PSP provides expert consultation to Accelerated Change Teams (ACT), Unit-based Practice Councils and Task Forces formed to address patient safety issues.
- These issues have included elective 39 week deliveries, clinical alarms (SEAs #50), unintentionally retained foreign objects (SEA #51), etc.
- Results of the work being performed by these teams/groups ensure policy changes are based on evidenced based best practices and are harmonized across the health system.

The PSP enhances interprofessional communication/education in collaboration with other departments such as Human Resources, Performance Improvement, Risk Management and Clinical Learning, through the following activities:
- Provided over 40 presentations on Just Culture and Near Miss across BHSF.
- Quarterly Newsletters
- Patient Safety Alerts
- Patient Safety Intranet page.
- Patient Safety Seminar with 200 attendees including Patient and Family Advisors
- Assisted our Patient Safety Simulation Lab with their first annual SimWars.
- PSP Director, Geri Schimmel spoke at the AHRQ 5th annual PSO conference and ASHRM Annual National Conference and remains on ASHRM’s Patient Safety Faculty.
- PSP Director has met with regulatory agencies (AHCA and CMS) to encourage collaboration with surveyors.

RESULTS
- For the third year in a row, Baptist Health hospitals made the prestigious US News and world report list (Consumer Reports’ Patient Experience Rating), earning:
  - Top-10 rankings in South Florida
  - Top 15% in the US
- HealthStream reported 88% of physicians in our market claim they would “definitely recommend” a Baptist Health Hospital.
- For the third report card in a row, Baptist Health is the only healthcare system in South Florida to have A’s across the board on the Leapfrog National Patient Safety Scorecard.
- Baptist Health Hospitals outperform the national and state averages for compliance with best practices in surgical care.
- All five Baptist Health Hospitals netted out “in the bonus” in the government’s Value-based Purchasing Program i.e., tops in offering quality medical care.

March 2014 PSP conducted the AHRQ Patient Safety Culture Survey

2014 AHRQ Hospital Survey Results


Baptist Health – FY 2013
Six hospitals (1,713 beds):
- 5,033 Private practice physicians
- 14,975 Employees
- 71,681 Inpatient admissions
- 10,977 Births
- 242,177 Urgent care center visits
- 33,116 Emergency room visits

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2014 AHRQ Hospital Survey Results
