Snapshot:

• 300 bed tertiary-care hospital in NW PA
• Satellite sites:
  • 2 rural hospitals
  • 25+ medical offices
  • Diagnostic and treatment centers
• 3000 associates system-wide
Under the Regulation of Multiple Agencies

JCAHO: Joint Commission for Accreditation of Healthcare Organizations

CMS: Fed Agency: Medicare, etc.

DOH: PA Dept of Health

OSHA

Etc.
The Problem

• January 2011:
  • Educational Services in process of defining a first performance support project

• February 2011:
  • JCAHO Survey yielded deficiencies in environmental safety
The Solution

Performance Support:

Immediately available, intuitive, intentionally tailored aid to a person at the moment of need to enable effective performance at every changing moment.
Why Performance Support?

Train → Transfer

Concept & Task Mastery

CAPACITY TO LEARN

TIME TO COMPETENCY

TRAIN
Why Performance Support?

Train ➔ Transfer ➔

On-the-Job Competency

Concept & Task Mastery

CAPACITY TO LEARN

TIME TO COMPETENCY

TRAIN TRANSFER SUSTAIN

PERFORMANCE SUPPORT

58% 33% 12%
How We Developed Our Solution

• Focus Groups
  • Focus on defining what staff needs to DO to be safe and what they need to KNOW in order to do that
  • 2 - 5 people per group
  • One group for each different aspect of safety
  • Reviewed regulatory standards to assure all requirements were included
### Matrix of Mandatory Review Topics

**CMS REGULATORY TRAINING REQUIREMENTS**

<table>
<thead>
<tr>
<th>Reference</th>
<th>Standard</th>
<th>Frequency of Training</th>
<th>Employees Affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>482.45(a)(5) / 482.13(e)(11)</td>
<td>Organ and Tissue Donation</td>
<td>YES</td>
<td>All appropriate employees, including all patient care staff.</td>
</tr>
<tr>
<td>482.13(f) / 482.13(e)(11)</td>
<td>Restraint and Seclusion</td>
<td>YES (competency)</td>
<td>All appropriate staff. Physicians must have education on the hospital policy.</td>
</tr>
<tr>
<td>482.13(c)(3) / Joint Commission PC.01.02.09 EP3</td>
<td>Abuse and Neglect</td>
<td>YES</td>
<td>All employees.</td>
</tr>
<tr>
<td>482.23(c)(1)</td>
<td>Administration of Drugs and Biologicals</td>
<td>YES</td>
<td>Nursing or other personnel authorized to administer drugs/biologicals.</td>
</tr>
<tr>
<td>482.23(c)(3)</td>
<td>Blood Transfusion / IV Blood Administration</td>
<td>YES</td>
<td>Employees (non-LIP's) who may administer IV blood transfusions.</td>
</tr>
<tr>
<td>482.28(a)(1)</td>
<td>Food Service</td>
<td>YES</td>
<td>Dietary Staff</td>
</tr>
</tbody>
</table>

- Organizational definition of “on-going”
How We Developed Our Solution

Two Performance Support Core Principles:

1. 5 Moments of Learning Need

- Learn New
- Learn More
- Apply
- Solve
- Change

PS Core Principle #2

Performance Support Pyramid

1. Apply
2. Context (Process, Role, Timeline, etc.)
3. Solve
   - Task (Quick Steps & Detailed Steps)
   - Supporting Knowledge (More Information)
4. Change
   - Reference Resources (Documents, Policies, Job Aids, FAQs, etc.)
   - Learning Resources (Practice, Simulation, e-Learning, etc.)
   - People Resources (Wikis, Blogs, Chats, Social Networks)

# Saint Vincent Safety GPS

## Keeping It Safe

<table>
<thead>
<tr>
<th>For Me</th>
<th>For Our Patients</th>
<th>In Our Workplace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate Health</td>
<td>Patient Event</td>
<td>Hazardous Materials</td>
</tr>
<tr>
<td>Flu Prevention</td>
<td>Immediate Response</td>
<td>Right to Know</td>
</tr>
<tr>
<td>Hepatitis B Free Vaccine</td>
<td>Reporting System</td>
<td>Labels</td>
</tr>
<tr>
<td>PPD testing</td>
<td>Visitor Injury/ Medical</td>
<td>SDS: What is it?</td>
</tr>
<tr>
<td>Needlesticks</td>
<td>Emergency</td>
<td>Get an SDS</td>
</tr>
<tr>
<td>Communicable diseases</td>
<td>Immediate Response</td>
<td>Help! It’s Broken!</td>
</tr>
<tr>
<td>Returning to work</td>
<td>Reporting System</td>
<td>Medical Equipment</td>
</tr>
<tr>
<td>Associate Injury/ Event</td>
<td>Fall Prevention/Actions</td>
<td>Utility Issues</td>
</tr>
<tr>
<td>Immediate Response</td>
<td>Hand Hygiene</td>
<td>Oxygen and Medical</td>
</tr>
<tr>
<td>Reporting System</td>
<td>Interpreter Services</td>
<td>Gas Alarms</td>
</tr>
<tr>
<td>Blood and Body Fluid Exposure</td>
<td>Patient Evacuation</td>
<td>Reporting Issues</td>
</tr>
<tr>
<td>Body Mechanics</td>
<td>Patient Safety Goals</td>
<td>Security Issues</td>
</tr>
<tr>
<td>Ebola</td>
<td>Patient Valuables</td>
<td>Security Incident</td>
</tr>
<tr>
<td>Personal Protective Equipment (PPE)</td>
<td>Reporting Child Abuse</td>
<td>Nighttime Security</td>
</tr>
<tr>
<td>Radiation Safety</td>
<td>Standard Precautions</td>
<td>Stranger Danger</td>
</tr>
<tr>
<td>Security Escorts</td>
<td></td>
<td>Visitor Passes</td>
</tr>
<tr>
<td>Workplace Violence</td>
<td></td>
<td>Sharps and Needleless</td>
</tr>
<tr>
<td>Immediate Response</td>
<td></td>
<td>Spill Clean Up</td>
</tr>
<tr>
<td>Crisis Intervention Class</td>
<td></td>
<td>Taking Out the Trash</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Waste Stream Management)</td>
</tr>
</tbody>
</table>

## Responding to Emergency Codes

- **Code Blue** (Cardiac Arrest)
- **Rapid Response** (Medical Emergency)
- **Code Red** (Fire)
- **Code Pink** (Infant/Child Abduction)
- **Code Grey** (Assistance Needed)
- **Code Quiet Call** (Bomb Threat)
- **Code E.D. Lockdown** (External Threat)
- **Code Silver** (Shooter in Area)
- **Code Triage** (External Disaster)
- **Code Green** (Internal Disaster)
- **Code Orange** (Hazmat)
- **Code Purple** (Facility Evacuation)
- **Code Yellow** (Tornado Alert)
- **Code OB** (Obstetric Emergency)
GPS Introduction to the SV Culture

• Introduction to leadership

• Go Live with Mandatory tutorial for all staff

• On-the-Spot introduction/review with staff during Safety Rounds

• Interactive practice introduction in Orientation with Targeted site review
New Approach to “Annual Safety”

- Previously a 1 – 1 ½ hour online program
- Revised to:
  - 15 minute **Safety Scavenger Hunt** using SV Safety GPS
    - Reviews site location, navigation & content
    - Targets items required for annual review by regulatory agencies.
    - Completion tracked for compliance.
<table>
<thead>
<tr>
<th>Question 2</th>
<th>Navigation Directions</th>
</tr>
</thead>
<tbody>
<tr>
<td>The operator has announced Code Green. The situation requires that we evacuate patients (two units) to another location. According to the GPS, what action will you take to indicate that a room has been checked and is empty?</td>
<td>• Click on <strong>Code Green (Internal Disaster)</strong> under Responding to Emergency Code</td>
</tr>
<tr>
<td>A. Make signs (EMPTY ROOM) and tape them on the door</td>
<td>• Click on <strong>Detailed Steps for Code Green</strong></td>
</tr>
<tr>
<td>B. Place masking tape or other visible tape on the door</td>
<td>• Scroll down to Step 11, <strong>Follow Direction of Person in Charge</strong></td>
</tr>
<tr>
<td>C. Use a pencil to write EMPTY ROOM on the door</td>
<td>• Find answer under <strong>Information column</strong> (right side)</td>
</tr>
</tbody>
</table>
New Approach to Survey Prep

• Reminders re: GPS
  • OK to say I don’t know but I can show you where I can find the answer.

• Rounding
Results

• JCAHO surveys 2014 and 2017 and intermittent DOH inspections yielded NO deficiencies in environmental safety

• JCAHO survey 2017 named SV Safety GPS an Exemplary Practice for safety education in healthcare organizations.

• Safety GPS accepted into JCAHO Leading Practice Library for others to emulate.
Questions? Comments?

• Thank you for attending!

• Please complete your evaluation of this session.

• Performance Support Community
  • Online CoP

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