The Importance of Patient and Associate Safety

David Mayer, MD
Vice-President
Quality and Safety
MedStar Health
Patient Safety

“Medicine used to be simple, ineffective and relatively safe. Now it is complex, effective, and potentially dangerous.”

Sir Cyril Chantler,
Dean of London’s Guy’s Hospital
The MedStar Health Road to Success

- **Reliability Culture**
  - Core Values & Vertical Integration
  - Hire for Fit
  - Behavior Expectations for all
  - Fair, Just and 200% Accountability

- **Human Factors Integration**
  - Intuitive design. Impossible to do the wrong thing. Obvious to do the right thing. Simulation/Innovation

- **Patient & Family Partnerships**
  - Including the Patient Voice in all we do

- **Process Design**
  - Evidence-Based Best Practice
  - Clinical Decision Support/IT
  - Focus & Simplify
  - Tactical Improvements (e.g. Bundles)

- **Optimized Outcomes**

©2006 - 2010 Healthcare Performance Improvement, LLC. ALL RIGHTS RESERVED.
Why Do We Need Human Factors in Healthcare?

Credit to Raj Ratwani
High Reliability, Human Factors Engineering and Patient Safety

“We cannot change the human condition but we can change the conditions under which humans work.”

James Reason
Restoring Honesty, Trust and Safety in Healthcare

• Transparency (Honesty and Trust)
  – Transparency in Reporting
  – Transparency in Outcomes
  – Transparency in Communications
    • Informed consent/Shared decision-making
    • Disclosure after harm
Patient Engagement and Partnership

• MedStar Patient and Family Advisory Council for Quality and Safety (PFACQS)
  – Rosemary Gibson
  – Helen Haskell
  – Sorrell King
  – Carole Hemmelgarn
  – Michael Millenson
  – Patty Skolnik
  – Armando Nahum
  – Victoria Nahum
  – Marty Hatlie
  – Knitasha Washington
Telluride Patient Safety Roundtable

Twelve Annual Roundtable:
“The Power of Change Agents: Teaching Caregivers Effective Communication Skills to Overcome the Multiple Barriers to Patient Safety and Transparency”
June 9th – June 18th, 2016
Telluride, CO

Supported by TDCF and MedStar Health