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## UHC Patient Safety Net<sup>®</sup> Progress To Date : An “A+” Report Card for JDH Staff!

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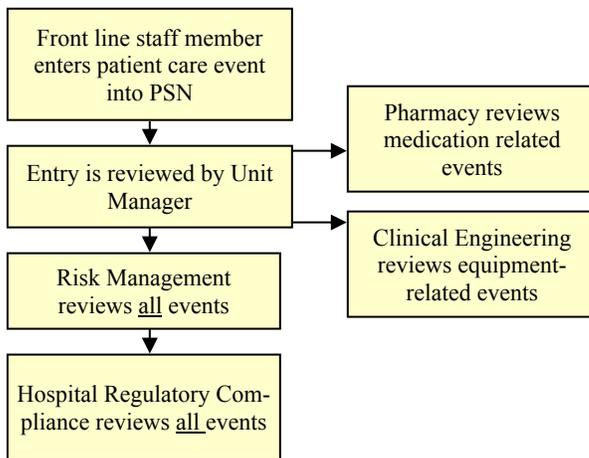
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## UHC Patient Safety Net<sup>®</sup> Progress To Date: An “A+” Report Card for JDH Staff!

### Safety in Numbers

It’s been eight months since we implemented UHC Patient Safety Net<sup>®</sup> (“PSN”) at John Dempsey Hospital, and we are delighted with its success. As you know, PSN is a web-based reporting tool for reporting patient safety-related events. Frontline staff are doing a great job entering data on patient care events. Here’s how PSN works:



### Why has PSN Been so Successful?

PSN has been such a success because of our front-line staff. Your thoughtful and detailed reporting makes a significant contribution. Thank you!

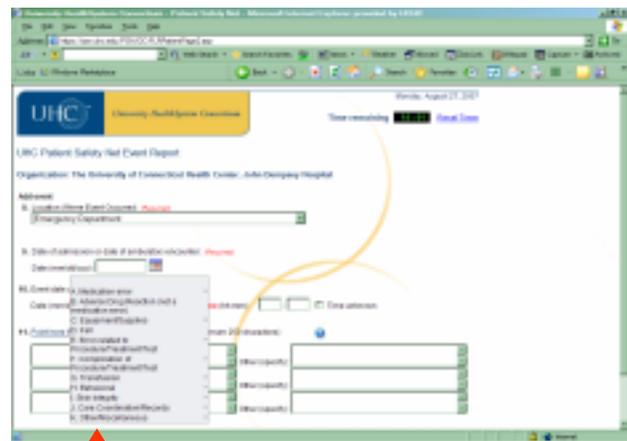
### How Patients Benefit

When a manager receives a new event report, he or she has the opportunity to take corrective action with the staff involved. Quality improvement and patient safety issues can be addressed concurrent to care. Being more aware of patient care events can only make us a safer hospital. Our goal is to increase the safety of all our patients. When we have a multidisciplinary and collaborative review of patient care events, we’re well on our way toward our goal.



### PSN User Tip

Try not to use “Other” as an “event type” unless you really have no alternative. Using this category when there are other options affects the accuracy of our reports.



The drop-down menu for “event type” has many choices, and some then break out into more detail. Rather than use “other,” please try to find an event type that matches the patient care event you are reporting.

# SAVE THE DATE: Schwartz Center Rounds

A multidisciplinary forum where caregivers discuss difficult emotional and social issues that arise in caring for patients

Sponsored by University of Connecticut School of Medicine

Office of Continuing Education and the Medical Humanities Division/Community Medicine Department

**Topic:** Caring for a colleague

**Presenters:** Ugende Hegde, MD; Peter Deckers, MD; Nancy Baccaro, APRN; Diane Bennett

**Date:** Friday, September 14, 2007

**Time:** 12:30 PM – 1:30 PM (Lunch will be provided – RSVP to 679-7692)

**Location:** Low Learning Center

This program has been approved for 1 CME, 1 CE hour NASW and is pending approval for 1 Continuing Nursing Education unit

**Target Audience:** All UCHC personnel but focusing on health care providers, including physicians, nurses, social workers, chaplains, pharmacists, therapists and students in all disciplines

**Objectives:** Participants will be able to:

1. Discuss special issues associated with caring for a colleague
2. Describe how unique physical and emotional needs of patients can be met
3. Appraise mechanisms of pain control suitable to phases of illness and the emotional effects of the pain control on patient, family and caregivers

**The Schwartz Center Rounds are funded by a grant from the Kenneth B. Schwartz Center**

**Accreditation:** The University of Connecticut School of Medicine is accredited by the Accreditation Council for Continuing Medical Education (CME) for physicians. The University of Connecticut School of Medicine takes responsibility for the content, quality, and scientific integrity of this CME activity.

The University of Connecticut School of Medicine designates this educational activity for a maximum of 1 AMA PRA Category 1 Credit™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

This program has been approved for 1 Continuing Education hour for re-licensure, in accordance with 258 CMR Collaborative of NASW and the Boston College and Simmons College Schools of Social Work Authorization # D 38892

This program is pending 1 continuing nursing education hour. John Dempsey Hospital is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, an Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation

**Conflict of Interest Policy:** All faculty participating in CME activities sponsored by the University of Connecticut School of Medicine are required to disclose to the program audience any actual or apparent conflict of interest related to the content of their presentations. Program planners have an obligation to resolve any actual conflicts of interest and share with the audience any safeguards put in place to prevent commercial bias from influencing the content.

Neither Ugende Hegde, MD, Peter Deckers, MD, Nancy Baccaro, APRN, or Diane Bennett has a financial interest/arrangement or affiliation with any organizations that could be perceived as a real or apparent conflict of interest in the context of the subject of his presentation.

Neither Ugende Hegde, MD, Peter Deckers, MD, Nancy Baccaro, APRN, or Diane Bennett will be discussing the use of any off-labeled product.

This CME activity has no commercial support associated with it.

## 11 New "Good Catch" Award Winners Announced for August 2007

We would like to thank the following individuals for their "Good Catches" and dedication to Patient Safety. They were recognized at the **August 21, 2007 "PAW/Good Catch" Award Ceremony:**

Patricia Ardolino, RN, PACU

Victorita Baldea, RN, ICU \*

Holly Galliher, RN, Emergency Dept.

Rosemary Melchionna, RN, PACU

Jeri Gotowala, HUC, OB/L&D

Karen Patchett, RN, NICU

Sharon Goulet, RN, Labor & Delivery

Margaret Kelly, NCA

Pam Nicholson, RN, Oncology 6 (2 awards!)

Note: 2 additional employees who received "Good Catch Awards" wished to remain anonymous

\*Victorita received two awards this month, for a total of 3. Congratulations!



Karen Patchett, RN, NICU

The last few months mark exciting changes for two C4I Department members:

- **Rhea Sanford, RN, Ph.D., C4I Co-Director**, has accepted a joint appointment with the UConn School of Nursing and will split her time between teaching nursing students and directing the Staff and Patient Education department at John Dempsey Hospital. Rhea was instrumental in laying the groundwork for the C4I initiative. We will miss her presence in the office, but will count on her for advice and guidance as we move forward. She will remain on the C4I Advisory Board.
- **Kevin Larsen**, who was responsible for the successful implementation of UHC's Patient Safety Net® at John Dempsey Hospital, has recently accepted the position of Business Manager for the Operating Room. Kevin's work on the PSN implementation provided us with much needed data on the sources of potential errors, and this is the foundation upon which we will build to make John Dempsey Hospital the safest hospital in Connecticut. Kevin will remain on the C4I Work Group.

***Congratulations and best of luck to both Rhea and Kevin!***