Ready, Set, Go...our Journey to Zero Harm

Presenters:
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Who is BayCare?
Mapping the Journey

All the correct people are on board and ready to begin the Journey.

- Senior Leadership
- Local Leaders
- Risk
- Quality
- Patient Safety
- Triggers Built
Potential Severe Harm Event Review Process

**Risk Management (Clinical Risk and Claims)**
- Performs Initial Review and Investigation
- Alerts Senior Leadership of Potential Serious Harm Events via MIR3

**Conducts Additional Investigation**

**Customer-facing risk mitigation activities include:** Disclosure, Support Services and Financial Settlement

**Timeframe Goal:** Three Weeks

**Weeks 4**

**Quality and Patient Safety**
- Participates in Briefing Calls
- Participates in Causes Meeting

**LEADS Action Planning**

**LEADS TouchPoint Call for Action Plan Approval**

**LEADS Final Debrief Call (3 weeks post alert)**

**Action Plan Implementation and Monitoring**

**REPORTS via Board Clinical Excellence Committee and Zero Harm Council**
On the Road
Breakdowns and Detours

Frequent changes

Lack of consistent communication / understanding across the teams

Interpretation of trigger events

Shift of decision-making e.g. from local to system

Implementation schedule

Frustration
Souvenirs

Increased number of RCA’s

System involvement in Zero Harm initiative

Earlier disclosure

Earlier assessment and resolution of claims leading to reduced financial impact to organization and it’s the right thing to do for our community.
The Journey Continues

Culture of Safety as a team goal

Engaging managers in the process (Manager Forum focus)

Culture of Accountability for both TMs and Physicians
System-wide definition for Zero Harm
Thank You