

The Nurse's Role in Patient Safety

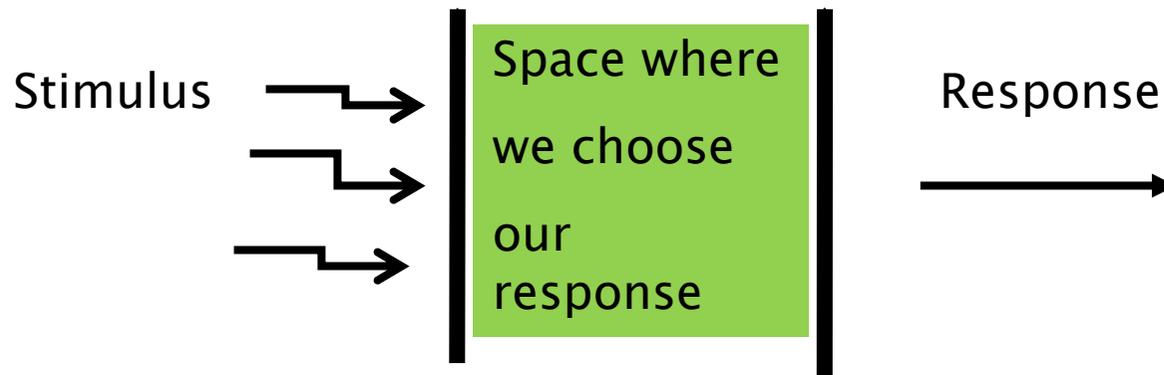
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The Battle to Keep Patients Safe

- As colleagues, we are united in a epic battle to maintain the health of our fellow man
 - Same goals, techniques, strengths, & weaknesses
 - Our patients are equally vulnerable
- Disease never sleeps, never takes a vacation, and does not care about the person it is attacking
- Sometimes its attacks on people are sudden but many times it slowly erodes a person's health
- We are defense against this terrible enemy.
- We must use all our talents to protect our patients

The Critical Factor in Protecting Patients is Within All of US

- Between every stimulus and every response is a **space**



This space is where we control our destiny.
Its where we determine our reactions



“Who cares, its done, end of story, will probably be fine.”

British Petroleum Executive

We are the Greatest Risk to Patient Safety

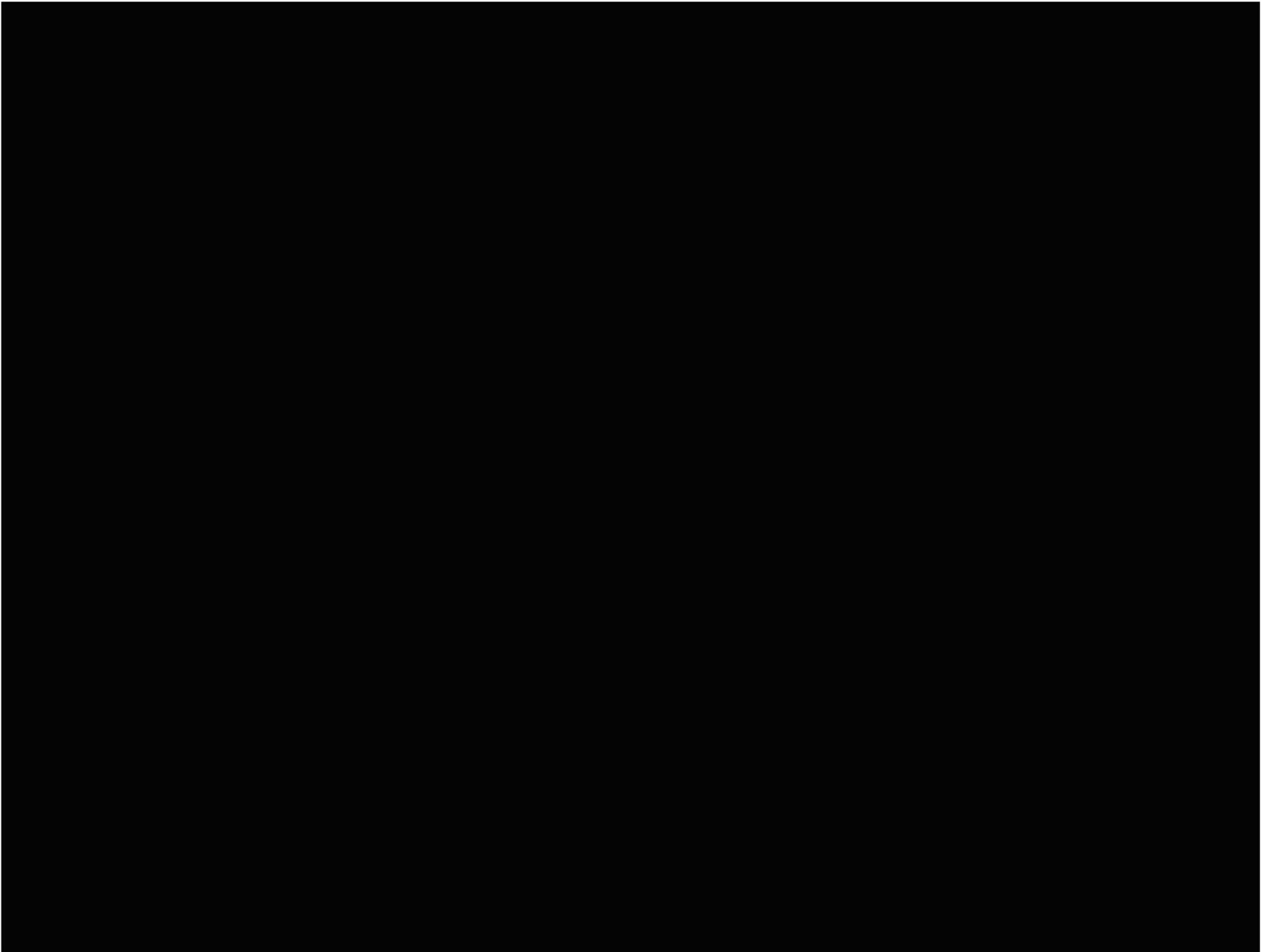
- Humans normalize danger
 - Risky acts become routine after repeated performance
 - We develop mindset that we mastered the process (become experts)
 - When this happens our minds start to focus on other things and we become distracted
- Technology and good policies can help us stay focused but nothing can replace a human being's capacity to react to stimuli
- Patient safety rests with us being constantly on guard and appropriately reacting to stimuli.

Normalization of Danger

- The fact is every single time we interact with a patient we have the ability to do great good or great harm.
- Very few errors occur because clinician did not know what to do
- Most errors occur because clinicians were distracted
 - Thinking of other tasks
 - Trying to do two things at once
- Somehow we have to remember that we have the power to change lives
- When we respect that power we have a better chance to be aware of the danger that is present which should help us stay focused

Helpful Behaviors To Protect Patients

- Establish Just Culture Environment
- Don't let technology distract you from your patient
- Address verbal abuse as a patient safety issue
- Believe in your power to do anything
- Be perfect in your practice



Create a Just Culture to Prevent Errors

- When employees feel threatened
 - Personal accountability diminishes
 - Employees will act to protect themselves which may lead to them hiding errors
- Need to establish “Just Culture” environment where we have proper response to errors
- Three types of errors and proper responses

<u>Error</u>	<u>Response</u>
• Reckless	Punish
• Human error	Console
• At risk behavior	Coach

Reckless Errors

- Reckless behavior is the choice to consciously disregard a substantial and unjustified risk
 - Choosing to drive knowing you are intoxicated
 - Choosing to double the dosage of a high risk medication without an order
- “At Risk” behavior should be punished because the person is knowingly placing others at risk
- These types of errors are usually a small percentage of the total errors

At Risk Behavior

- Is the behavior that results from our analysis between risk and reward
 - We all speed
 - Risk is getting into accident
 - Reward getting to where we are going sooner
 - We determine a “safe” speed above limit
 - Hand Washing data: less than 100% compliance
 - We know hand washing prevents infections
 - But health care workers may be pressed for time
- This behavior should be coached
 - Non-punitive constructive dialogue

Human Error

- Human Error is the result of inadvertent or unintentional response to stimuli.
 - It is part of the human condition
 - A nurse miscalculates a decimal point on a medication order and gives more than ordered
 - You miss your stop on the train because you are distracted talking on the cell phone
- This behavior should be consoled
 - No intent to harm
 - Good nurse making a mistake (all humans do)



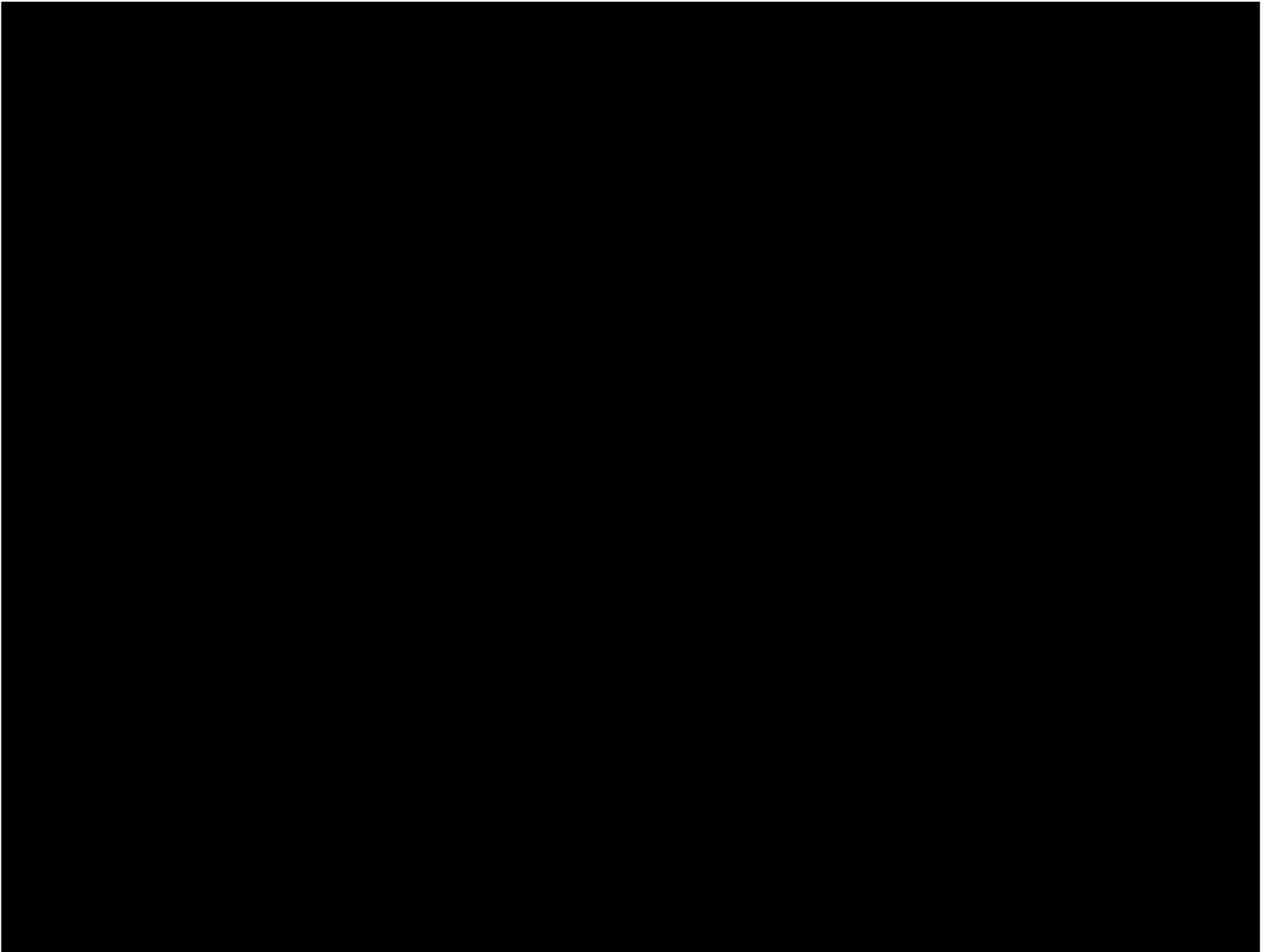
Moyea Software

Technology Distractions

- Three examples why Technology can distract nurses
 - It can become the “electric patient” if we are not careful because it:
 - Is primary source for patient data
 - is used to treat patient’s condition
 - Needs to be cared for and maintained to function
 - It is often a barrier between us and patient
 - It is used to document nurse productivity
 - Demonstrates competency of nurse
 - Demonstrates productivity of nurse
 - So nurses pay attention to technology
 - Its use is increasingly becoming a way of life

Nursing Slow to Study Technology's Impact on our Practice

- Technology impacts on nurse patient relationship
 - Multiple physician studies documenting impact by electronic medical record (EMR)
 - Only one nursing study looked at impact
 - Using EMR nurses stayed in room longer but looked at and talked to patient 50% less (compared to paper charting)
 - Patient satisfaction scores lower in those instances.
- When acquiring new technology
 - Teach staff how to use
 - But also how to balance technology needs and patient needs



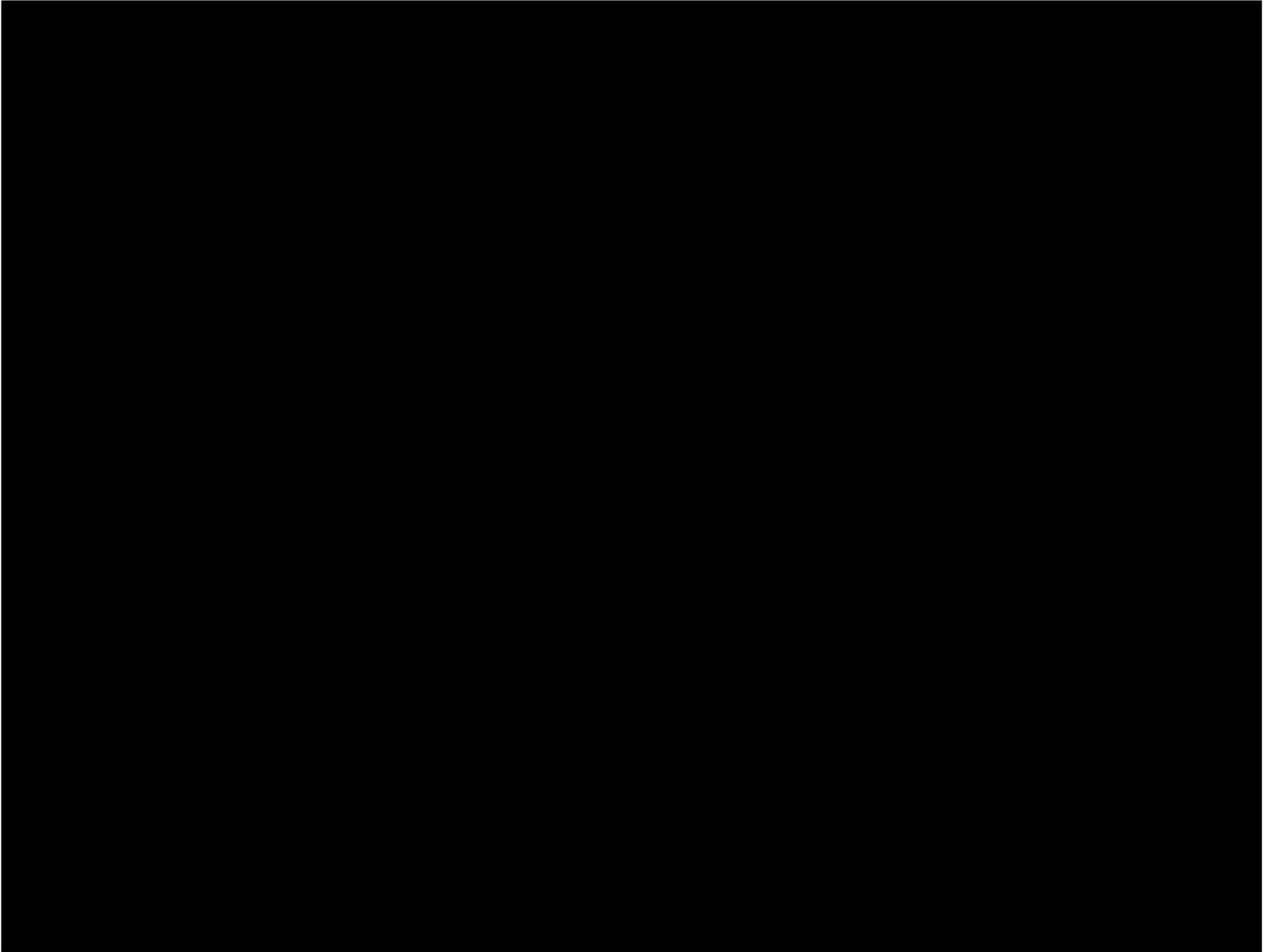
Do not Tolerate Abuse

- Verbal Abuse creates potential for errors
 - Abused employees less likely to speak up
 - When abuse happens everyone focuses on abuse and not on their duties
- Actions to take
 - Don't let abuse occur in front of patient
 - Support colleague being verbally abused
 - Do not let them be alone – stand with them
 - This changes dynamics of group
 - Talk with abuser when adrenalin levels are normal



Believe in Your Abilities

- Each of us have talents that help us succeed
 - Some people gain satisfaction and power by telling others what they can or can not achieve
 - Avoid these people – they will stop your success
- Believe in your abilities
 - You can achieve anything you put your mind too
 - It is Ok to get help on your journey to success
 - It will give your strength to address safety concerns
 - It will give hope to others and help them succeed



Be Perfect in Your Practice

- Each of us have only some many years left to care for patients
- That is our opportunity to make a difference
- Being perfect is not about being error free
- Being perfect is being able to look patient and physicians in the eye and say you did your best
- Only you will know when:
 - you take a short cut
 - or choose at risk behaviors
 - when you are too tired from staying up late

THE ROAD NOT TAKEN

Two roads diverged in a yellow wood,
And sorry I could not travel both
And be one traveler, long I stood
And looked down one as far as I could
To where it bent in the undergrowth;

Then took the other, as just as fair,
And having perhaps the better claim,
Because it was grassy and wanted wear;
Though as for that the passing there
Had worn them really about the same,

And both that morning equally lay
In leaves no step had trodden black.
Oh, I kept the first for another day!
Yet knowing how way leads on to way,
I doubted if I should ever come back.

I shall be telling this with a sigh
Somewhere ages and ages hence:
Two roads diverged in a wood, and I-
I took the one less traveled by,
And that has made all the difference. Robert Frost

The Road You Have Taken

- Patients come to hospital believing you are competent but hope you will care about them
 - Hospitals are very dehumanizing
 - We have the ability to make people feel whole during this time
 - When patients feel whole they recover quicker
- We have the great honor of being able to change the future of our patients' lives
- Touch their lives positively by giving them the best chance to win the battle against disease.
- You have taken the road less traveled and it has made all the difference