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Stanford MEDICINE

Resident Safety Council *Quality Improvement & Innovation*

NEWSLETTER

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RSC Kick Off Meeting

The first RSC meeting of the 2019-2020 academic year took place on October 7, 2019! The meeting was well attended by residents, fellows, nurses, and faculty members from all across the hospital and a wide variety of disciplines. The evening started off with a welcome by our CEO David Entwistle and Chief Quality Officer Dr. Karen Frush. They highlighted for us the FY-2020 Operational Plan as well as Stanford's recent Top Ten Awards from Vizient. Special thanks to Dr. Larry Katznelson, our Associate Dean of Graduate Medical Education, who was also in attendance. We look forward to another exciting year enhancing patient safety together!

Your 2019-2020 RSC Executive Team:

Faculty Lead: Lisa Shieh

RSC Co-Chairs:

- Erna Forgo
- Joshua Jaramillo
- Haley Manella
- Swati Yanamadala

Education/TeamSTEPPS: Hilary Wang

Communications/PR: Tiffany Lee

Nursing Lead: Barbara Mayer

Administrative Lead: Luisa Fernandez



Dr. Karen Frush and Dr. Lisa Shieh with members of the RSC executive team, past and present!



Co-chairs Swati Yanamadala and Haley Manella introduce the agenda for the meeting.



CEO David Entwistle welcomes the group.



Residents, fellows, faculty members, nurses, and administrators all meet together to learn how the RSC is working to improve patient safety throughout the hospital.

Project Team Updates



RN Lead: Christine Henley,
Morgan Oliveira
Faculty Mentors: David
Magnus, Stephanie
Harman, Winnie Teuteberg
Co-Chair Advisor: Haley
Manella

Code Status and Goals of Care

Summary: Stanford Hospital currently has 5 code status options. There is discordance among providers in choosing and interpreting code status options.

Team Leads: Mukund Ramkumar, Jason Batten, Emmy Shearer

Team Members: Kimberly Kopecky, Simran Sekhon, Bhoomika Kamath, Henry Zeng, Lan Jin, George Josten

SMART Goal:

By March 2020, create a new code status ordering system for SHC that decreases rates of physician discordance by 50% in: a) a code status ordering and b) code status interpretation.

Current State:

Interviews with physicians and nurses have revealed several systemic ambiguities in the design of Stanford's code status options.



RN Lead: Jason Francis
Faculty Mentors: Cliff
Schmiesing
Co-Chair Advisor: Josh
Jaramillo

Voalte Implementation and Etiquette

Summary: Evaluation of Voalte communication including overall usage, barriers to communication, and burden of communication.

Team Leads: Conner Dixon, Ashley Titan
Team Members: Chichen Qiu, Katherine Xiong, Nima Hirandi, Michael Pohlen, Sammita Satyanarayanan, Lawrence Cai, Garrison Carlos

SMART Goal:

Quantify current Voalte usage across units and create guidelines and criteria for proper communication using Voalte.

Current State:

Data collection and planning



RN Lead: Karen McIntyre,
Paul Georgantes
Faculty Mentor: Paul
Mohabir
Co-Chair Advisor: Swati
Yanamadala

RRT Communication

Summary: Physicians are often not documenting the care provided during rapid response events. Our aim is to improve documentation rates and evaluate culture of rapid response teams.

Team Leads: James Mitchell, Jeff Choi
Team Members: Albert Pedroza, David Li, Adjoa Boateng, Wil Gibb

SMART Goal:

Increase rapid response documentation rates by 50% over baseline.

Current State:

Collecting data and planning



RN Lead: Ann Mitchell
Faculty Mentors: Alpa
Vyas, Lisa Shieh
Co-Chair Advisor: Erna
Forgo

MyHealth Communication

Summary: The inpatient MyHealth mobile application aims to increase transparency and patient satisfaction by offering access to real-time lab data and medications, however it remains underutilized.

Team Leads: John Chan, Aditya Ullal
Team Members: Benjamin Catanese, Lyndly Tamura, Chris Wolff, Erik Blomain, Nivetha Subramanian, Neel Chari

SMART Goal:

Identify and measure the barriers to healthcare provider engagement with the inpatient MyHealth app and increase active use on medicine units (B3, C2, C3, M6, M7, L6) to at least 67% (currently 50%) by 2021.

Current State:

Collecting data on barriers to wider adoption of the app by health care providers.



Erna Forgo, MD


Culture of Safety: A Quality Improvement Initiative to Optimize Process and Access to Resident SAFE Reports - Update

SAFE reports are a reliable and timely process that captures events that effect patient safety, resulting in improved patient care. Residents play a significant role in patient care at Stanford. However, they submit the lowest number of SAFE reports when compared to other providers, only approximately 2% of all reports. The Culture of Patient Safety (COS) survey results revealed that the low rate among residents is due to lack of feedback, fear of retaliation, and lengthy submission process. As a result, Erna Forgo has been working on a project over the last two years to address this issue and as a result, multiple interventions were initiated to improve the SAFE event reporting system, including:



SAFE Report

SAFE reports (Stanford Alert For Events) are for reporting an event that does not follow safety best practices in patient care and in our workplace. SHC is committed to providing an environment that allows reporting in good faith without fear of retaliation. No adverse actions will be taken against someone for making a report in good faith.



Privacy Policy

Submit a SAFE Report

There are 3 SAFE reporting options:

- Fully Anonymous**
- Anonymous, but identify level of training (ie, resident, fellow)**
 - Benefit: Provide data for trends/dashboard
 - Not possible for direct feedback and follow-up
- Self ID**
 - Benefit: Easier to obtain direct follow-up
 - In some cases, due to employee confidentiality, follow-up is limited


[Submit a SAFE Report](#)

Medhub

MedHub is a web-based Residency Management System designed to track and document a variety of critical program and resident activities relating to institutional reimbursement and program accreditation.

Visit Medhub for additional information.

[Log in to Medhub](#)



The GME website’s QI section

(http://med.stanford.edu/gme/quality_improvement.html)

was revised and now serves as the central hub for SAFE reports, RSC, QI grant, Resident Quality Improvement/Patient Safety Symposium, and provides link to various QI training programs and modules.

The MedHub website

(<https://stanford.medhub.com/index.mh>)

has also been updated to display resident-submitted report submission rates and trends, providing feedback.



SAFE (Stanford Alert for Events) Housestaff Onboarding

Resident Safety Council (RSC)
Culture of Safety Team

Additionally, A housestaff onboarding presentation has been prepared for the next academic year detailing the SAFE report system.

With the opening of 500P, a new survey was created in additional to the usual SAFE reporting system. The goal of this initiative was to quickly address patient care-related and logistical issues related specifically to the transition into 500P in order to bring about appropriate resolutions in a timely manner. Moving forward, any additional patient safety issues or concerns can be submitted to the link:

https://stanforduniversity.qualtrics.com/jfe/form/SV_dnG4gRkBioCNwTH


Or emailed to: pathtoactivation@stanfordhealthcare.org







Hilary Wang, MD, MBA

TeamSTEPPS ARCC Training

In an effort to improve communication across multidisciplinary teams, RSC has launched its training program on ARCC, the first TeamSTEPPS tool implemented at SHC. TeamSTEPPS is an evidence-based set of teamwork tools designed to optimize team function and ultimately patient outcomes. Employees throughout the hospital are receiving training on this topic, and our goal has been to introduce the concept to residents, who will likely be encountering its use in various clinical settings. Our TeamSTEPPS Vice Chair Hilary Wang has launched several interactive WebEx training sessions for RSC members and Safety Champions, who will then be able to bring their knowledge on this new communication tool to their respective programs. Be on the lookout for a specialty specific training on ARCC within your residency program in the coming months to learn more!

ARCC is the Stanford Medicine framework for voicing safety concerns 

 <p>ASK a Question</p>	<ul style="list-style-type: none"> ▪ Ask a question to open dialogue about your concern (introduce yourself first if applicable)
 <p>REQUEST a change</p>	<ul style="list-style-type: none"> ▪ Request a change that would address your concern (and explain why if applicable)
 <p>VOICE a CONCERN</p>	<ul style="list-style-type: none"> ▪ Voice your Concern (“I am concerned...”, “I am uncomfortable...”)
 <p>CHAIN of COMMAND</p>	<ul style="list-style-type: none"> ▪ Finally, use the Chain of command if you cannot reach consensus (“This is a safety issue. Please stop.”)

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High Value Innovation Challenge

Congratulations to the inaugural winners of the high value innovation challenge!

Joshua Jaramillo (Co-Chair of the RSC and General Surgery Resident) for his project on “Reduction of Unnecessary SICU admissions for Rib Fracture Patients” and **Branden Tarlow** (GI Fellow) for his project on “Elimination of low-value inpatient fecal occult blood testing.”

Given the current economic environment as well as evidence that high value care can be provided at lower cost, it is imperative to identify and eliminate waste in medical care while maintaining or improving quality. The purpose of the high value innovation challenge is to engage our residents and fellows to generate novel ideas to promote high value care and reduce unnecessary costs.

The second cycle of the challenge is already underway! Submit email proposals to Lisa Shieh (lshieh@stanford.edu). Please refer to the RSC website for the proposal template. Deadline February 15, 2020. Winners are awarded \$500 and their proposals will be referred to Stanford’s Cost Savings Reinvestment Program:

<https://medicine.stanford.edu/news/current-news/standard-news/csrrp.html>



Joshua Jaramillo, MD



Branden Tarlow, MD

Introducing the 2019-2020 Safety Champions!

DEPARTMENT	Resident Safety Champion
Anesthesia	Alix Baycroft
Anesthesia	Christine Stypula
Anesthesia	Lindsay Grabek
Anesthesia	Mae Gillespie
Anesthesia	Sarah Joo
CT Surgery	AJ Pedroza
Dermatology	Joanna Tu
Dermatology	Maggie Moses
Diagnostic Radiology	Alexander Khalaf
Diagnostic Radiology	Maria O'Malley
Diagnostic Radiology	Michael Pohlen
Diagnostic Radiology	Sarah Cheng
Emergency Medicine	Jason Teng
ENT	Jared Shenson
ENT	Tyler Okland
General Surgery	Ashley Titan
Medicine	Aditya Ullal
Medicine	Benjamin Weia
Medicine	Neel Chari
Neurosurgery	Paras Fatemi
Neurosurgery	Zack Medress
OB/GYN	Paige Bates
OB/GYN	Anne Waldrop
Ophthalmology	Cassie Ludwig
Orthopedics	Lauren Shapiro
Pathology	Iny Jhun
Pathology	Simon Chen
Pediatrics	Mindy Lee
Pediatrics	Jonji Barber
Plastic Surgery	Lawrence Cai
Plastic Surgery	Zeshaan Mann
Radiation Oncology	Erik Blomain
Urology	Alex Kasman
Urology	Kyla Vear

For more information on RSC, please visit our website at: <http://med.stanford.edu/rsc.html>