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Getting Started – Why Create a Patient Safety Initiative?

In April 2006, the New Mexico Hospitals and Health Systems Association membership voted to fund a Patient Safety Initiative. The goal is to support NM hospitals in implementation of state-wide patient safety strategies to create a healthcare culture of safety.

Why focus on Patient Safety? Everyone wants to improve health care quality, outcomes, and patient safety. But, despite good intentions, medical errors do occur. Patient Safety is at the forefront of many professional and consumer articles. The impact of medical errors was recognized by the Institute of Medicine (IOM) in a 1999 study *To Err is Human*. Three articles in the December 2006

Please see *Getting Started* on page 2

New Mexico Helps Create W.R.A.P.S (Western Region Alliance for Patient Safety)

In May, 2006, the Western Region Alliance for Patient Safety (WRAPS) was created. The purpose/mission of WRAPS is to enhance and promote patient safety by advocating the adoption of regional safe practices in healthcare organizations and sharing innovative work products. Members of WRAPS include hospital associations, quality improvement organizations, and other entities that advance the mission of this group. We work closely with NMMRA (New Mexico Medical Review Organization www.nmmra.org) which is also a founding member. WRAPS will prioritize work based on strategies that are efficient, effective and realistic for healthcare providers to adopt and utilize. Examples would be *standardization of color-coded wristbands* (recently launched in Arizona), *handwashing campaigns*, *implementation of rapid response teams*, *standardized communication formats*, etc. We desire to impact the quality of healthcare in our states so the mission of “the right care for every person, every time” becomes a reality. The charter member organizations are from Arizona, Colorado, California, New Mexico, Nevada, Oklahoma, and Utah. For more information on WRAPS activities, please contact Ellen Interlandi at einterlandi@nmhsc.com

Organizational Patient Safety Officers (PSO)

If you receive this Newsletter, it is likely that Patient Safety is part of your job description, or perhaps even your job title. Organizations that make a commitment to promote a culture of safety often designate an individual to champion training of staff and implementation of patient safety initiatives.

Please see *Organizational PSOs* page 2

Organizational Patient Safety Officers (PSOs) (from page 1)

It may be one of the many hats you wear, or it may be your primary occupation. The Institute for Healthcare Improvement (IHI) developed some tips to promote a culture of safety in organizations:

- Make the position one of high rank in the organization so the patient safety officer will have the authority to act and remove barriers to change
- Have regular meetings between the patient safety officer and the chief executive officer
- Provide educational opportunities to the patient safety officer so he or she can continually seek best practices
- Ensure that the patient safety officer has the resource and organization support necessary to implement plans
- Require the patient safety officer to make regular presentations to the organization's governing body

Need a Patient Safety Plan Template?

St Joseph Hospital in Bloomington, IL has developed a patient safety plan that may be helpful to organizations developing plans and programs. You can download this plan free as a reference:

<http://www.ihl.org/NR/ronlyres/56541D2E-225B-4A95-BDFC-CB3EC109E64E/587/xxFINALPatientSafetyPlanOSF.doc>
or visit the NMHSA Website under [Patient Safety](#)

Getting Started- The New Mexico Patient Initiative (from page 1)

American Journal of Medical Quality focus on cost and quality implications of hospital-acquired and surgical wound infections, thus creating a business case for improving patient safety in your organization. Preventable medical errors impact hospital profitability. It makes good business sense to reduce medical errors through changes in the organization that contribute to the establishment of a "culture of safety." Need some help in your organization? The Institute for Healthcare Improvement (IHI) developed a white paper to guide organizations to improve patient safety. You can download this paper free at:

<http://www.ihl.org/IHI/Results/WhitePapers/LeadershipGuidetoPatientSafetyWhitePaper.htm>
or visit the NMHSA Website under [Patient Safety](#)

NMHSA hires Coordinator for Patient Safety Initiative

NMHSA has hired Ellen Interlandi, RN, MHM, CNA to develop the Patient Safety Initiative for the state. Key components of her role will be to

1. visit all member hospitals to assess patient safety needs
2. work with hospital PSOs to share best practices, identify and address common issues that promote patient safety
3. provide assistance to hospitals as requested
4. assess common issues related to patient safety and provide tools, resources, and coordination at a state-wide level as needed
5. develop relationships with key partners around the issues of patient safety
6. coordinate national initiatives (IHI, JCAHO, CMS) and assist hospitals in cross-walking these initiatives

Ms. Interlandi has an extensive background in hospital leadership, most recently serving as the Chief Nursing Officer for Lovelace Women's Hospital. She also served as COO/CNO for St. Vincent Regional Medical Center in Santa Fe, and Associate Vice President for St. Joseph Healthcare in Albuquerque. She serves on the Board of the New Mexico Center for Nursing Excellence, and is a past president of New Mexico Organization of Nurse Executives. With over twenty-nine years experience in hospital/nursing operations, Ms. Interlandi says "the climate is right for such an exciting initiative." You can reach her at 505.343.0010 or einterlandi@nmhsc.com.

You can't lose weight by getting on a scale every day. You can't decrease adverse events by measuring them. You have to implement change.
-Anonymous

RESOURCES:

Institute for Healthcare Improvement (IHI)

<http://www.ihl.org/ihl>

National Patient Safety Foundation

<http://npsf.org>

New Mexico Medical Review Organization (NMMRA)

<http://www.nmmra.org>

The Leapfrog Group

<http://www.leapfroggroup.org/>

Agency for Healthcare Research and Quality

<http://www.ahrq.gov/>

Institute for Safe Medicine Practices

<http://www.ismp.org/default.asp>

SAVE THE DATES:

Jan. 19, 2007 NMMRA Quarterly QA Meeting.

Contact Rebecca Neu 505.998.9753 by Jan. 12

Mar 4-10, 2007 Patient Safety Awareness Week

Sponsored by the National Patient Safety Foundation

www.npsf.org.

*"You can't solve a
problem with the
same kind of thinking
that created it."
Albert Einstein*



The New Mexico Patient Safety Initiative is part of the New Mexico Hospitals and Health Systems Association. "Working With Others to Improve the Health Status of the Citizens of New Mexico".

Interested in sharing a success story, or writing an article for the Newsletter?

Please contact Ellen Interlandi at

einterlandi@nmhsc.com or 505.343.0010 with comments or suggestions about this newsletter.