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## Institute for Healthcare Improvement to Visit New Mexico

### MARK YOUR CALENDARS NOW!

NMHSA and NMMRA are excited to announce that The Institute for Healthcare Improvement (IHI) is planning a return visit to New Mexico 10:00 AM- 3:00 PM on **Thursday, March 29, 2007**. IHI experts will present information on the new 5 Million Lives Campaign, focusing on Reduction of Surgical Complications and Prevention of MRSA Infections. The 5 Million Lives Campaign promotes the adoption of 12 improvements in care that can save lives and reduce patient injuries; their aim is to enroll even more hospitals than participated in the previous 100K Lives Campaign. IHI estimates that 15 million incidents of medical harm occur in U.S. hospitals each year. We'd love to spotlight one of our participating hospital's work on Surgical Care Improvement and MRSA. If you'd like to give a presentation of the work your hospital has accomplished on any of the IHI projects, please contact Jennifer Trotter, NMMRA at 505.998.9898 or Ellen Interlandi, NMHSA at 505.343.0010

The event will take place at Lovelace Medical Center-Downtown, 601 Dr. Martin Luther King Dr. NE., Albuquerque.

## W.R.A.P.S. UPDATE

### Western Region Alliance For Patient Safety

#### THE ARIZONA WRIST BAND PROJECT

Arizona Hospital and Healthcare Association (AZHHA) kicked off their standardized wristband project in November 2006. With the help of The St. John Companies Inc., AZHHA implemented color-coded wrist band standardization among all hospitals across the state. According to Barb Averyt, most AZ hospitals have committed to this patient safety initiative. When implementing this change, it was important to note that the "ALERT" message (DNR, ALLERGY, FALL RISK) are printed on the wristband to clearly communicate the alert

Having the alert message pre-printed:

- Assures legibility
- Eliminates second guessing as to what the color means
- Avoids confusion with those who have a color deficit perception.

Please see *WRAPS UPDATE* on page 3



## STAFF MEETING Brown Bag Topics

It's January - are you ready for National Patient Safety Goal #13? The Joint Commission #13 and #13A are patient-oriented:

- #13 Encourage patients' active involvement in their own care as a patient safety strategy
- #13-A Define and communicate the means for patients and their families to report concerns about safety and encourage them to do so.

In 2007, Joint Commission surveyors will be asking bedside caregivers what processes are in place that encourages patients' active involvement in their own care as a patient safety strategy. Involving patients in their care is not just a requirement, it's good medicine. Here are some ideas from hospitals around the country that may help your staff:

- Toll free hospital hot line. Use posters, tent cards, and brochures to increase awareness
- Unit manager sees every newly admitted patient within 24 hours of admission and provides a business card so patients and families have a number to call with any concern.
- SPEAK UP brochures available for both patients and visitors. To access these free, go to <http://jointcommission.org/PatientSafety/SpeakUp/>

## IHI Five Million Lives Campaign

Prevent Pressure Ulcers  
Reduce Methicillin-Resistant *Staphylococcus Aureus* (MRSA) Infection  
Prevent Harm from High-Alert Medications  
Reduce Surgical Complications  
Deliver Reliable, Evidence-Based Care for Congestive Heart Failure  
Get Boards on Board

## IHI 100K Lives Campaign

Deploy Rapid Response Teams  
Prevent Adverse Drug Events  
Improve Care for Acute Myocardial Infarction  
Prevent Surgical Site Infection  
Prevent Central Line-Associated Bloodstream Infection  
Prevent Ventilator-Associated Pneumonia

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*Involving patients in their own care is not just a requirement, it's good medicine.*

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*"The goal of protecting patients from 5 million incidents in two years is ambitious, but patients and families deserve no less."*

*IHI Vice President  
Joe McCannon*

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*WRAPS Update from page 1*



When Arizona’s Workgroup researched which colors, if any, should be used, there was a significant amount of research available that underscored why color coding makes sense. When considering color deficit perceptions, nearly all colors are altered. This underscores the importance of pre-printed messages in addition to color on the wristband.

**WHY PURPLE FOR DNR?**

- **CODE BLUE** is used by 75% of hospitals to call a code team.
- If the color blue is used for the DNR wristband, the potential for confusion exists. “Does blue mean I code or I do not code?”
- The color **GREEN** may not be seen by staff with color blindness. Also in other industries, the color **GREEN** has a “GO AHEAD” connotation, such as traffic lights. Avoiding the color altogether eliminates any possibility of mixed messages.

The Western Region Alliance for Patient Safety (WRAPS) was created in May, 2006. 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.

## APIC Offers Free Visitor Education toolkits

**APIC**, *the Association for Professionals in Infection Control* has created a Visitor Education Toolkit to help provide the necessary tools to make visitors aware of the important part they play in the prevention of infection.

Topics include:

- PROTECT OUR PATIENTS, WE CARE Poster
- INFECTION PREVENTION CONTINUES AT HOME, Brochure
- PROTECT OUR PATIENTS, Pop quiz
- PROTECT OUR PATIENTS WAITING ROOM TENT CARD
- INFECTION PREVENTION PROFESSIONAL STARTER, Booklet

You can access these free at:

[http://www.apic.org/Content/NavigationMenu/Education/EducationResources/EducationalBrochures/Protect\\_Our\\_Patients.htm](http://www.apic.org/Content/NavigationMenu/Education/EducationResources/EducationalBrochures/Protect_Our_Patients.htm)

Or call 1-800-524-5133



Please pass this information along to family and friends.

*Help spread the word that everyone plays an important role in infection prevention.*

RESOURCES:

Institute for Healthcare Improvement (IHI)  
<http://www.ihl.org/ihl>

National Patient Safety Foundation  
<http://npsf.org>

New Mexico Medical Review Association  
(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>

APIC-The Association for Professionals in  
Infection Control  
<http://www.apic.org>

Joint Commission (formerly JCAHO)  
<http://www.jointcommission.org/>

**SAVE THE DATES:**

NMMRA Quarterly Quality Meeting  
Feb. 9, 2007 (NOTE CHANGE IN DATE)

IHI 5 Million Lives Campaign Visits  
New Mexico March 29 10:00-4:00

National Patient Safety Week Mar 4-10, 2007

## The ABCs of Patient Safety

by Doni Haas, RN and Lori Zipperer, MA

**A**ccountability is not always about a person.

**B**lame hides the truth about error.

**C**ultures must change.

**D**ocument facts.

**E**rror is our chance to see weakness in our systems and people.

**F**ocus on prevention.

**G**ather evidence to support facts.

**H**ear when you listen.

**I**nvestigate cause.

**J**ustice should include compassion, disclosure and compensation.

**K**nowledge must be shared.

**L**earning from others' mistakes benefits all.

**M**ake the effort to look beyond the obvious.

**N**othing will change until you change it.

**O**pportunities for solutions are lost by blame.

**P**artner with patients and practitioners.

**Q**uestion until you can no longer ask "why?"

**R**eporting error is suppressed by blame.

**S**ystems are where practitioners practice.

**T**hink about the blunt and sharp end.

**U**nderstand the role of accountability.

**V**alue the patient's perspective.

**W**hy, Why, Why, Why, Why = root cause.

**X**-ray vision sees the deeper story.

**Y**ou can make a difference.

**Z**eroing in on cause brings us one error closer to zero error.

**NMHSA**  
New Mexico Hospitals &  
Health Systems Association

 National Patient Safety Foundation®

*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?  
Need a resource or best practice for Patient Safety?**

Please contact Ellen Interlandi at

[einterlandi@nmhsc.com](mailto:einterlandi@nmhsc.com) or 505.343.0010 with comments or suggestions about this newsletter