

# PATIENT SAFETY LEADERSHIP WALKROUNDS AT AL KHOR HOSPITAL

## WHAT ARE WE TRYING TO ACCOMPLISH?

### AIM:

- Perform Three Leadership Patient Safety Walk Rounds in each month to enhance culture of safety among Al Khor Hospital Staff, effective May 2014.
- Ensure 100% compliance with staff feedback within 48 hours after the patient safety leadership walk rounds to update the status of identified issues.

## PDSAs UNDERTAKEN

Test if leadership patient safety rounds could be conducted within 30 minutes with involvement of all team members and whether staff are open to discuss patient safety concerns.

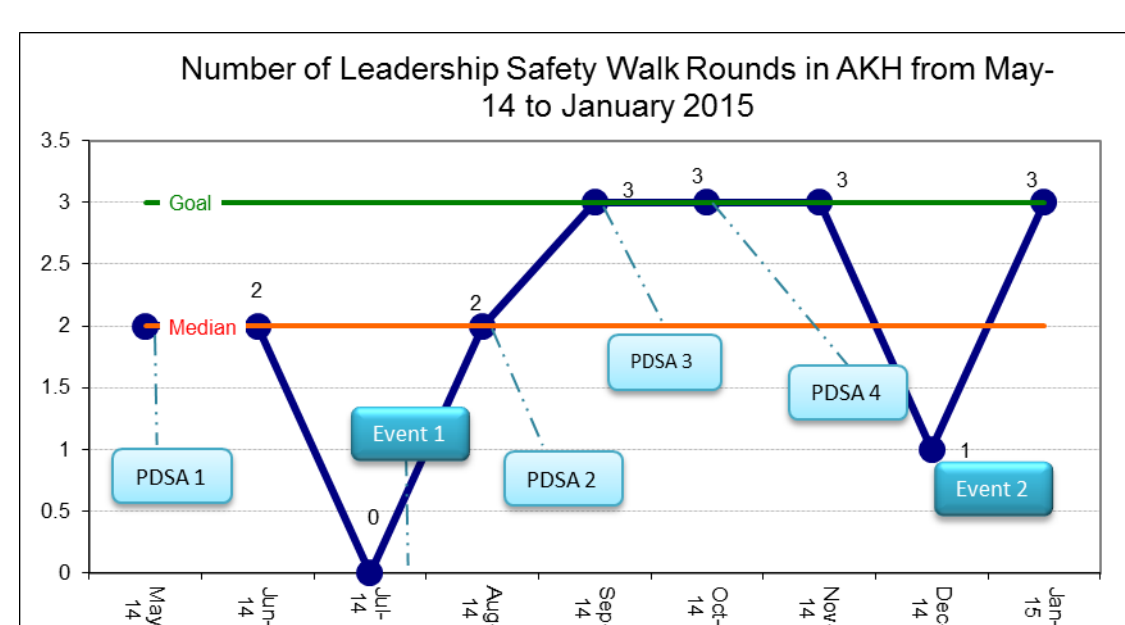
- Prepared a briefing on conducting successful patient safety rounds
- Prepared a scheduled calendar with comment column to enter the feedback for each rounds
- Developed a report template to document the identified issues and action plans with time frame.

Test if pre-visit conducted by the Quality coordinator to the pilot areas before the walk rounds and encourages the staff to raise their issues & concerns will improve the open communication during the walk rounds.

- Test if displaying posters in all departments will improve the culture of safety
- Test if briefing on Patient Safety Leadership Walk rounds and pamphlet distribution helped staff to understand more on safety culture and improve the open communication to leaders.
- The previsit conducted to the medical ward gave the staff the confidence to pick up many safety concerns. All the available staff contributed to the open communication and the leadership team were impressed by their way of presenting the safety concerns. Team appreciated the nursing staff and were given rewards as a recognition. This would encourage other staff to promote the safety culture.
- Test if a developed action tracker to track the completeness of the identified issues and agreed actions will increase the percent of actionable items identified during Walk Rounds are completed.

Test if involvement of second tracker help in follow-up and timely completion of agreed action plans for safety concerns and ensure timely feedback is provided to the concerned Departments / Units.

## RUN CHART



### 1st PDSA:

Test if leadership patient safety rounds could be conducted within 30 minutes with involvement of all team members and whether staffs are open to discuss patient safety concerns

### 2nd PDSA:

Test if pre-visit conducted by the Quality Coordinator to the pilot areas before the walk rounds and encourage the staff to raise their issues & concerns will improve the open communication during the walk rounds

### 3rd PDSA:

Test if displaying posters in all Departments will improve the culture of safety

### 4th PDSA:

Test if Leader ship Team appreciates the nursing staff and recognizes them by providing rewards, would encourage other Unit staff to actively participate in leadership rounds and enhance the safety culture.

### 5th

### 1st Event

Ramadan and Eid Holidays

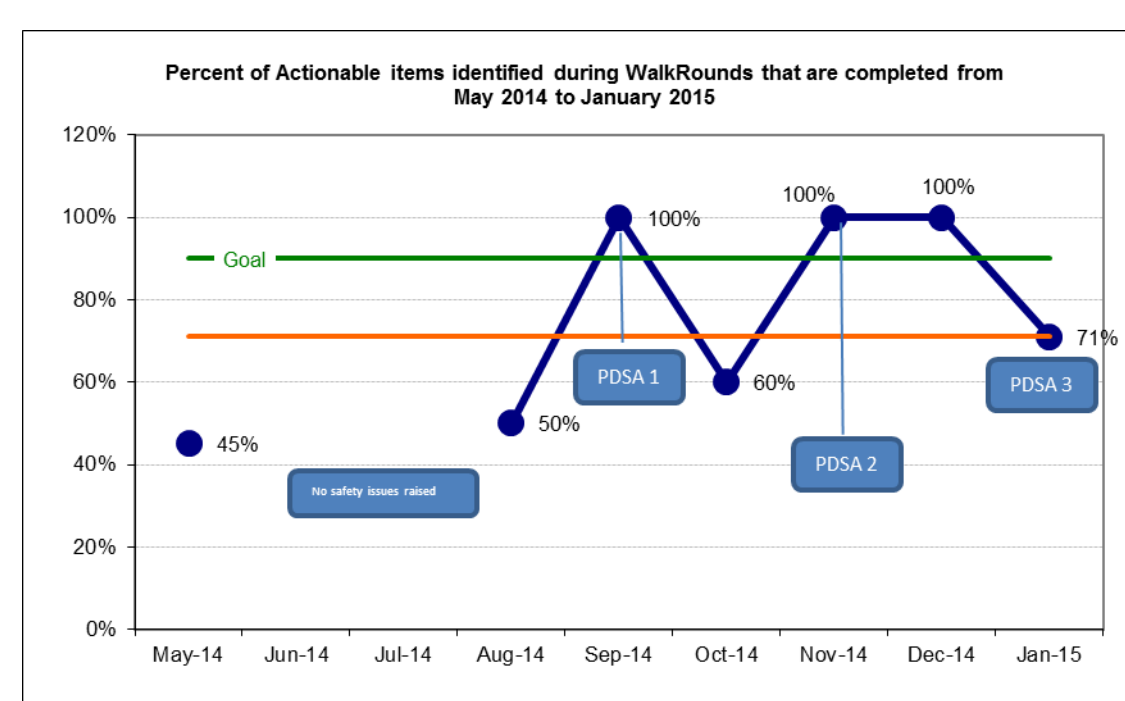
### 2nd Event

Due to winter vacation, majority of members were on leave and most of the meetings were cancelled.

## RECOMMENDATIONS / NEXT STEPS

- Increase staff awareness on Best Care Always Campaign & highlight the leadership work stream activities.
- Establish a plan for the rapid testing of safety-based improvements.
- Don't surprise the staff with leadership team rounds & inform them & encourage them before rounds so that they are ready to discuss their issues.
- If the Leader ship Team appreciates the nursing staff and recognizes them by providing rewards, would encourage other Unit staff to actively participate in leadership rounds and enhance the safety culture.
- Developed action tracker to track the completeness of the identified issues and agreed actions will increase the percent of actionable items identified during Walk Rounds that are completed.
- Spread the leadership walk rounds by stratifying the staff involving Head Nurses and Department Managers for more exposure and new ideas.
- Test a question aided tool to help in extract safety concerns from the staff during the rounds and result in more structured way of conducting walk rounds.

## RESULTS:



### 1st PDSA:

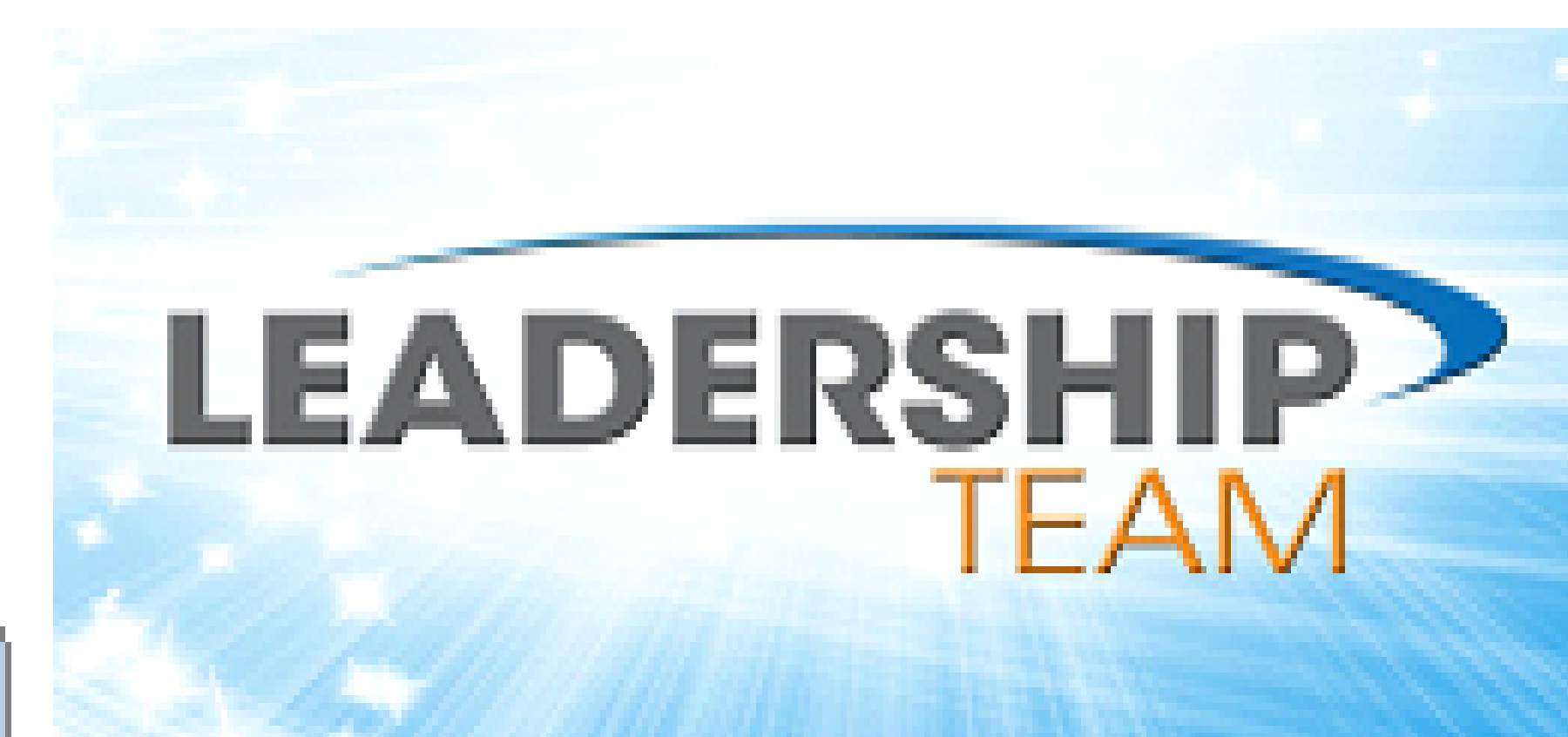
Test if briefing on Patient Safety Leadership Walk rounds and pamphlet distribution helped staff to understand more on safety culture and improve the open communication to leaders

### 2nd PDSA:

Developed action tracker to track the completeness of the identified issues and agreed actions.

### 3rd PDSA:

Test if involvement of second tracker help in follow-up and timely completion of agreed action plans for safety concerns and ensure timely feedback is provided to the concerned Departments / Units.



### Aim:

Perform Leadership Patient Safety Walk Rounds to identify opportunities for improving patient safety.

### Action plans:

- Demonstrate Leadership commitment to safety
- Fuel culture for change pertaining to patient safety
- Establish lines of communication about patient safety among employees and managers
- Establish a plan for the rapid testing of safety-based improvements

### Model for Improvement

What are we trying to accomplish?

How do we know that a change is an improvement?

What changes can we make that will result in the improvements we seek?



### Measures:

- Number of Walk Rounds Completed
- Number of actionable items identified during Walk Rounds
- Percent of actionable items identified during Walk Rounds that are completed

### Team Members:

Mr. Mohammed Al Jusaiman – CEO  
Mr. Salem Al Shahwani – AED, CSS  
Ms. Faiza Bahnas – AEDON

Dr. Hani Kilani – MD  
Mr. Sailesh Ravat – AED, BD  
Ms. Mahima Amin – Sr. HR, BP

Ms. Mary Jyothis Titus – Act. QMC & Program Manager, BCAC

### TEAM:

- Mr. Mohammed Al Jusaiman – Deputy Chief, GHG & Chief Executive Officer, AKH
- Dr. Hani Kilani – Medical Director
- Ms. Faiza Bahnas – Asst. Executive Director, Nursing
- Mr. Salem Al Shahwani – Asst. Executive Director, Clinical Support Services
- Mr. Hassan Al Hail – Act. Asst. Executive Director, Support Services
- Mr. Sailesh Ravat – Asst. Executive Director, Business Development
- Ms. Mahima Amin – Sr. Hospital Business Partner, HR
- Ms. Mary Jyothis Titus – QM Data Analyst (Act. Quality & Patient Safety Coordinator) & Program Manager, BCAC