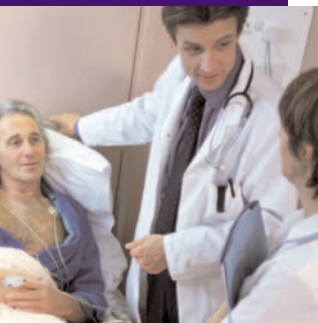


Making Strides in Safety®



What is the program?

As a national leader in promoting patient safety, the American Medical Association (AMA) diligently pursues initiatives that best serve the changing needs of America's physicians and patients. Recently, the AMA launched its Making Strides in Safety® program to educate physicians on ways to enhance patient safety in the hospital setting.

As part of our new program, the AMA is working with the Institute for Healthcare Improvement (IHI) as a strategic partner in its nationally based "100,000 Lives Campaign," which encourages physicians to use evidence-based interventions in their hospitals to improve the way certain medical conditions are handled.

You, with the help of your organized medical staff or other administrative leaders, can implement in your hospital any or all of the following six programs (and other interventions to reduce mortality) as outlined by IHI and supported by the AMA:

- 1. Deliver reliable care for acute myocardial infarctions** by implementing five specific interventions: beta-blockers at admission, aspirin at admission, ACE inhibitor, reperfusion and beta-blockers at discharge; also, smoking cessation counseling when appropriate.
- 2. Prevent central line infections** by adhering to: hand hygiene, barrier precautions, Chlorhexidine skin antiseptics, catheter site and administration protocols, and no routine replacement, rather strive to discontinue catheter use as quickly as possible.
- 3. Prevent surgical site infections** by redesign of systems to reduce risk factors and optimize evidence-based processes of care: antibiotic prophylaxis guideline, appropriate hair removal and perioperative glucose control.

- 4. Prevent ventilator associated pneumonias** with five specific interventions: elevation of head of the bed by 30 degrees, peptic ulcer prophylaxis, deep venous thrombosis prophylaxis, lightening sedative use intermittently and strict hand-washing norms.

- 5. Prevent adverse drug events** through "Medication Reconciliation," which is a formal process of identifying the most accurate list of all medications the patient is taking against the physician's admission, transfer, and/or discharge orders, comparing the list, notifying the physician of discrepancies and documenting needed changes.

- 6. Deploy Rapid Response Teams** that can quickly respond to early signs of patient distress, such as cardiac arrest and shock, and respond to the patient's needs in minutes rather than hours.

Hundreds of hospitals throughout all 50 states and the District of Columbia have already signed on to this highly visible program. By engaging in this formalized process of implementing and documenting patient safety and quality interventions, physicians and their hospital can demonstrate their commitment to safety and quality patient care. Take the initiative to approach your hospital and medical staff leadership about adapting one or more of these components into your hospital procedures.

What it means to you, your patients

As a physician in your community, practice and hospital, you are already a natural champion of patient safety. Here's your opportunity to put evidence-based medicine into action that will achieve positive results in our complex health care system. Your involvement in the AMA's Making Strides in Safety® program would affect:

You

- **Personal satisfaction:** Take this opportunity to go beyond your normal practice of safe, high-quality care and contribute to the health of patients in your community and nationally.
- **Promote the science of medicine:** As a physician, no one knows better than you that evidence-based care is instrumental to successful patient outcomes. By implementing one or more of these programs into your hospital's everyday routine, you are implementing proven interventions that will help your patients.
- **Leadership:** Demonstrate that physicians are leaders in the hospital/system setting. Championing this program with your medical staff and colleagues will show that physicians are putting patients first.

Your hospital

- **Teamwork:** Engender improved teamwork and address systems issues that will make the hospital environment a safer, more integrated care facility.
- **Communication:** Create positive awareness in your local community about the good work that you, your peers and hospital are accomplishing daily—and long term—to protect patients.
- **Measurement:** When the positive results of this program are measured, physicians and your hospital will be seen as leaders in patient safety.

Your patients

- **Value:** Show your patients that you recognize the importance of safety and quality by implementing these proven interventions to make the health care system safer.
- **Commitment:** Your participation in this program reinforces your patients' beliefs that you are committed to their safety.
- **Advocacy:** The goal of this program is to heighten patient safety awareness nationwide and protect the safety of patients.

Prepare yourself to get involved

Questions to ask:

- Besides individual efforts to ensure quality of patient care, what formal quality/safety programs are already in place in your hospital/system?
- Has your hospital already selected IHI-identified interventions and are there already teams in place? If not, how can the AMA's Making Strides in Safety® plan fit in?
- Which of the six interventions best suits your hospital's needs? Are there any other programs not listed that would benefit patient safety in your hospital?
- How can you implement these interventions into your hospital's existing programs?
- How much time will you have to commit to this endeavor?
- Who might be best suited at the hospital to be your partner in this program? How can you engage your clinical department and medical staff?
- What should your hospital's goal be?





How to make strides in safety

Use the following checklist to help facilitate your participation in the “100,000 Lives Campaign.”

Step 1: Plan and educate

- Approach medical staff, clinical department leaders and individuals within your hospital to make them aware of the program and encourage them to get involved, for example:
 - > Presidents/chiefs of the hospital medical staff, and clinical department chiefs and chairs
 - > Medical executive committees and quality improvement committees
 - > Governing boards on which you are active
 - > Administrative channels, such as the hospital president, chief of nursing, risk manager or other persons with authority
- Identify program components that are consistent with current safety initiatives your hospital is implementing in response to accrediting, government and private entities.
- Explain to your organized medical staff, hospital administrators and colleagues why participating in this initiative is important to you.
- Describe how these systems changes will affect patient safety.



Step 2: Working with your organized medical staff or hospital management

- Identify the intervention team and sub-teams (sub-teams concentrate on one measure or coordinate a measure’s implementation).
- Identify the attending physician’s role(s) in the interventions.
- Suggest the team(s) hold an educational session on interventions and data collection.
- Recognize and empower leaders: Suggest a hospital program or publicity that recognizes leaders and their accomplishments.

Step 3: Implement

- Obtain buy-in from the organized medical staff and hospital leadership.
- Design and share an implementation plan.
- Develop a transition process—how you’ll transform from old to new.
- Measure progress: collect data, assess and reassess.
- Maintain: recognize complacency.
- Meet conflict straight on.
- Set goals.
- Adjust, reset goals if necessary.

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Step 4: Communicate within your hospital

Communication across systems in the delivery of care is an essential element of each intervention. In the case of Medication Reconciliation and Rapid Response Teams, effective teamwork and communication are critical to their effectiveness and success. To further ensure the program's success, consider the following communication strategies:

- Develop a communication plan.
- Establish individual and hospital reporting mechanisms to foster continued commitment and involvement.
- Define the basic package of information to be communicated; for example:
 - > Provide a protocol for accessing test results.
 - > Provide lists of test results.
 - > Provide lists of tests and procedures pending or planned.

- > Explain who the tests involve, when they'll take place and where tests and procedures will be done.
 - > Provide the name, specialty and contact information for each physician caring for each patient.
 - > Prepare discharge summaries at the time of transfer, explaining the outcomes of the presenting complaints.
 - > Complete consultation forms detailing the reasons a specialty consultation has been requested.
 - > Identify logical means of transmitting information, including written and electronic formats; identify who should be notified if communications fail.
- Be honest about concerns—create arenas/opportunities where issues can be discussed and concerns addressed.
 - Report back to hospital management/medical staff leadership regularly about progress, problems.

