Using Visual Displays and Patient Stories to Complete the Picture of Patient Safety for Pre-Licensure Nursing Students

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Learner Objectives

- By the end of this session the learner will be able to:
  - Relate the development of a learning encounter using authentic, real-time patient-centered live learning experiences.
  - Integrate the elements for creating a realistic setting for a patient safety educational event.
  - Appraise one organization’s integration of healthcare experience living history stories as a bridge between students knowing best practices and valuing best practices.
ASU BSN NURSE: SAFETY

Fourth Semester
Incorporating safety and quality care practices to improve patient outcomes

Third Semester
Health care team impact on patient safety

Second Semester
Nature of healthcare as high risk error prone
Interpersonal responsibility for safety

First Semester
Safety Assessment Skills
Safety Technical Skills
Failure Prevention/Safety Promotion
Critical Thinking

Theme: Mindfulness & Resilience; Leadership
Theme: Strategies to Enhance Interprofessional Safety Performance
Theme: Culture of Safety
Theme: Foundation for Safety-Self, Environment, Patient/Family

Emerging Science of Safety

Health System Organizations
Interprofessional Teams
Interpersonal
Individual
Simple
Complex

Fourth Semester

Infant Child Adolescent Young Adult Middle Adult Elder Adult
Birth Lifespan Continuum Death

Safety Version VI 5/8/09
Patient-Centered Care Definition:
Recognize the patient or designee as the source of control and full partner in providing compassionate and coordinated care based on respect for patient's preferences, values, and needs.
Patient-Centered Care KSA

- **Knowledge**
  - Integrate understanding of multiple dimensions of patient centered care: Information, communication, and education

- **Skills**
  - Provide patient-centered care with sensitivity and respect for the diversity of human experience

- **Attitudes**
  - Value seeing health care situations "through patients' eyes"
Developing Curriculum for Acquiring Competency

- **Unified and Coherent Curriculum**
  - Integration of lectures with real life hands on practical examples

- **Identified Optimal Mix of Instructional Strategies**
  - Simulation environment ideal setting to develop and test instructional strategies related to patient safety

- **Foundational Materials and Structures Integration**
  - Elements
    - I’m Safe
    - Patient/Client Safety
    - Environmental Safety
Sullivan, Hirst and Cronenwett (2009, p. 330)

- “there is substantial opportunity to enhance [safety] learning in this venue [skills lab and simulations activities]”

- need for the “development of new teaching strategies” to close the gap between the theoretical presentation of safety knowledge and the demonstrated practice
Patient Advocacy

- Florence Nightingale (1860) focus of nursing is patients
- Lillian Wald (1893) Visiting Nursing Service.
- Hildegard Peplau (1953) Nurse patient relationship is the essential point of nursing
- The Society for Healthcare Consumer Advocacy (1971)
- Patient Bill of Right’s (1972) Joint Commission
- Betsy Lehman death at Dana-Farber Cancer Institute (1994)
- Institute of Medicine (IOM) report, To Err is Human (1999)
Patient Health Literacy

Jordan, Buchbinder, and Osborne (2010)
Seven Themes:

- Verbal Communication Skills
- Retain and Process information skills
- Assertiveness
- Knowing when to seek health information
- Knowing where to seek health information
- Application skills
- Functional literacy
Working Memory Representation

- Long Term Memory Representations
- Access Stored Representation
  - Activated Representation
  - Enhanced Representation
  - Update

- Storage Retrieval
- Access Stored Representation
- Inspection and Feedback
  - Behavior
  - Working Memory
    - Phonological Loop
    - Visuospatial Sketchpad
    - Executive Function

- External Audio Visual

Diagram showing the flow of memory representation from long-term memory to access stored representation, through activated and enhanced representation, update, and feedback to behavior, and finally to working memory components.
Mental Models in Memory

- Mental models are internal representations of information and experiences from the world.
- Mental models of novice learners are considered incomplete.
- User’s adapt mental models overtime based upon interaction with systems.
Storytelling techniques as a means of teaching learning undergraduate nursing students (Schwartz & Abbott, 2007)

Stories create memorable pictures in the mind of the listener and connect the listener and storyteller (Sorrell & Redmond, 2002)
HIPAA Confidentiality
Protect Personal Health Information

- Computer Screens
- Text Pagers
- PDAs
- Cell Phones
- Conversations
- Medical Record
- Test Requisitions
- Grease Boards in Public View
Universal Protocol (TIME OUT)
Correct Site/Side Patient Procedures

1. Verification processes to confirm
   • Correct Patient
   • Correct Procedure
   • Correct Site (where applicable)
2. Marking of the operative/procedure site
3. “Time-out” immediately before starting the procedure
Patient Identification Information

Computer-generated Bar Code or Addressograph Label or Permanent Marker

Immediately mark the tube in the presence of the patient after collection with the patient identification information, date, time and your initials.

- Under all circumstances the laboratory **MUST** reject all improperly labeled specimens and another specimen must be drawn—even in an emergency.
- Use facility protocol for assigning identification to patients with no identification.
Simulation and Patient Story
Harley Davis, 52 years old, admitted for pneumonia, R/O tuberculosis. S/P motorcycle crash with unhealed 2 degree burn on right leg.

**Allergy:** Penicillin

**MD orders to include:**
- Airborne droplet precautions
- Antibiotic--ampicillin
- IV KVO
- Pain med
- Set up for wound debridement in one hour.
- Bed rest
Safety Concepts

I’m Safe
Safety Concepts

Patient Safety
Safety Concepts

Environmental Safety
Participants Preparing
Participants Engaging
Organization Appraising
Data Collection

Room of Horrors: Identified National Patient Safety Goal and Regulatory Violations Entry Form

Categories of Violations (The categories are suggestions to guide thinking. Attribution of a violation to a category is at the discretion of the team. There is no right or wrong violation category attribution.)

I'm Safe (The promotion and maintenance of the highest degree of physical, mental and social well-being of healthcare workers to minimize risks associated with their work environment)

Patient Safety (Minimizes the risk of harm to patients and providers through both system effectiveness and individual performance)

Environmental Safety (The design and management of the factors that make up a surrounding space to minimize risks between the patient/family & healthcare workers in the space and the environment)
I'm Safe

Personal Safety

Sum of the Teams that Identified the Personal Safety Issues

- Sharps Container Overflowing
- Blood Borne Pathogen Exposure
- Self Universal Precautions

N=21
Patient/Client Safety

N=21 Teams

- Uncapped IV Port
- Outdates
- IV Needle Tubing Inserted IV Line
- Ambulatory Aid Instability
- Side Rails Position
- MAR & LIP orders mismatch
- Medication Safety Order/Dose Mismatch
- Allergy Drug Incompatible
- DVT orders for SCD not activated
- Patient Safety Bed Position
- Strangulation hazard
- Sterile Gloves Maintenance
- Lack of Supplies on Isolation Cart
- Patient ID Band & Bid Unit ID Matching
- Oxygen Cannula Connection Port
- Lab Tubes W/O Patient Label
- IV additive vital attached to the IV bag
- Medication Safety
- Universal Precautions Adherence
HIPAA Compliance

HIPAA Compliance
Patient Safety

Sum of the Teams that Identified HIPAA Adherence Issues

N=21 Teams

- PHI Information-White Board
- Computer Security
- EMR Security
- PHI Information-Trash
Environmental Safety

![Bar chart showing environmental safety issues with N=21](chart.png)

- Environmental Bedpan Unwashed
- HH Dispenser Empty
- Food & Urinal Stored Together
- Clean Linen Uncovered
- Germicidal Wipes Improper Storage
- Overflowing Receptacles
- Environmental Product Safety

The chart indicates the frequency of identified safety issues, with Environmental Product Safety having the highest frequency among the listed issues.
Building Memory Traces
Patient Centered Care


Thank you!

Questions

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