

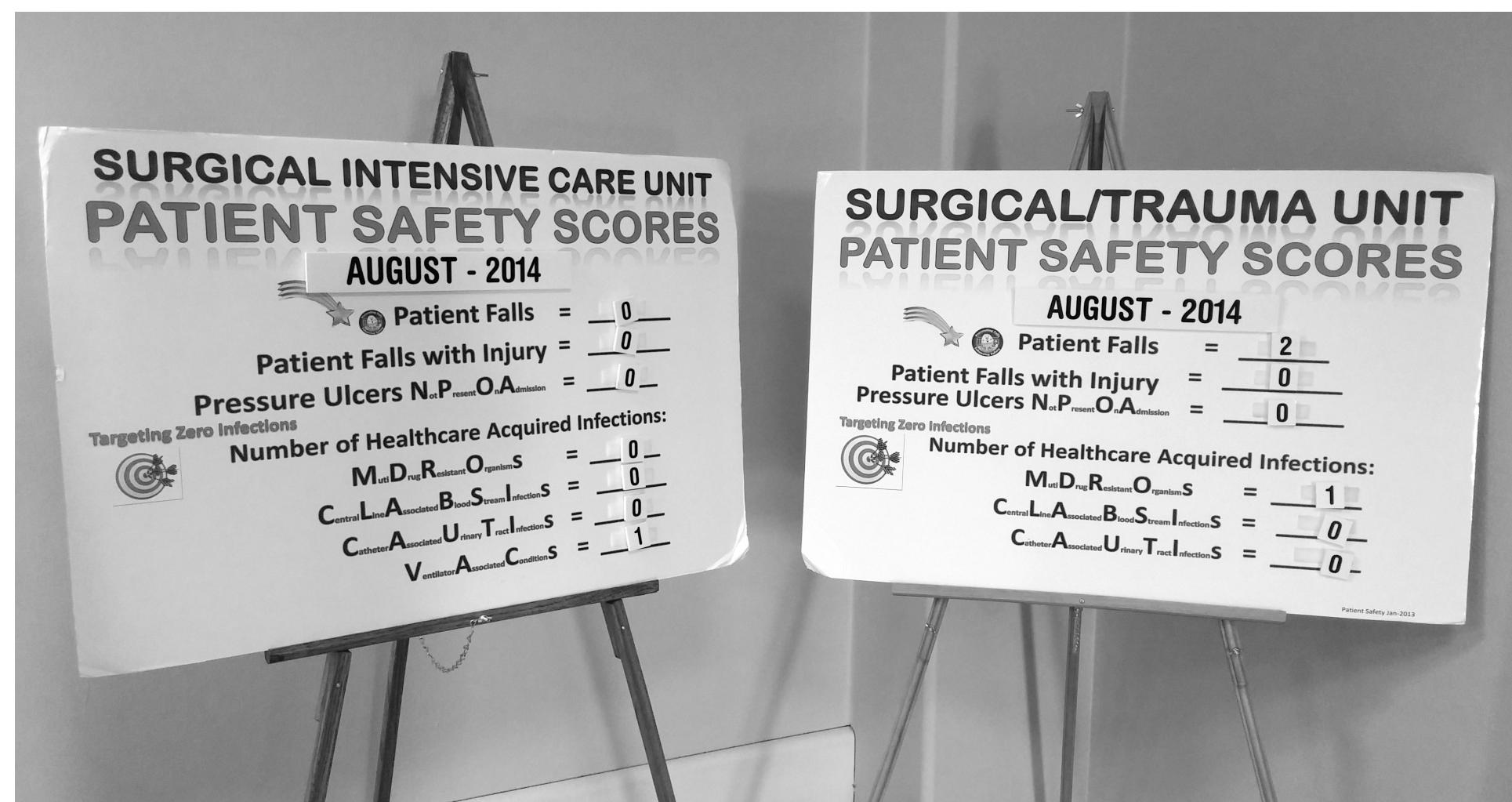
Maricopa Integrated Health System (MIHS) Unit Patient Safety Score Posters

Problem Identified

Staff did not know patient safety indicator scores, like falls, pressure ulcers, and hospital-acquired infections, for their individual units. They also were unaware that patient safety indicators are available to the public on the federal Hospital Compare website.

Interventions

The MIHS Patient Safety Committee directed the patient safety officer to post inpatient unit patient safety indicator score cards in staff lounges for six months to accustom the staff to seeing the scores. After six months, the score cards became 2-by-3-foot posters displayed on easels at the entrances to each inpatient unit.



Leadership and Patient Engagement

Key leadership came from Jean Morris, director of quality management, who provided the financial resources and staff to print the posters and keep the data updated on a monthly basis; Dan Hobohm, MD, vice president of quality-patient outcomes, who supported and encouraged the transparency concept with the physician staff, as did Sherry Stotler, chief nursing officer, with the nursing staff; and executive leadership.

Outcomes

Initial resistance to the public display of safety indicator scores came from staff and physicians who were concerned about sharing hospital-acquired infections. However, when the staff and physicians learned that the information already is available to the public on Hospital Compare, their resistance diminished. After the first year of the program, there is no longer any resistance to displaying the data.

Lessons Learned

MIHS learned key lessons from the implementation of the safety indicator score cards program. Among them:

- Check with each unit manager or director for appropriate/useful location of the poster. (The neonatal intensive care unit discarded the easel and placed the poster on the wall.)
- Keep data refreshed as soon as it is available for the next month.
- Work with public relations staff to integrate display of the scores onto existing monitors.

Strategies for Successful Replication

Strategies for successfully implementing a patient safety scorecard program include the following:

- Present it as an educational opportunity for all—staff, physicians, and patients alike.
- Obtain leadership sponsorship, have nursing directors' and managers' support.
- Ensure that the patient safety indicators are meaningful to the units and understandable to the public.
- Use data that is available for the indicators and regularly refresh the data on the posters.

