Safe and Sound: Aim for Zero Harm

Frequently Asked Questions

What is Safe and Sound?

Safe and Sound: Aim for Zero Harm is a patient safety initiative that aims to eliminate preventable patient harm at Children’s Hospital Los Angeles. By incorporating evidence-based practices, this initiative provides education focused on sustaining hospital acquired condition (HAC) work while promoting a dynamic and supportive workplace to minimize all safety events. Safe and Sound includes practices derived from several sources, including Children’s Hospitals Solutions for Patient Safety, Team STEPPS, and Speak Out for Safety (S.O.S).

Speak Out for Safety (S.O.S.) is a home-grown CHLA framework aimed at empowering all staff, providers, patients and families to voice and act upon their patient safety concerns. The need to provide a structured outlet for voicing concerns were identified through several events that took place at CHLA while streamlining three separate workgroups with similar goals. The workgroups addressed were Situation Awareness, Stop the Line, and Chain of Command. The overall framework was developed by a large multidisciplinary group over the course of a 2.5 day workshop.

Why is Safe and Sound being implemented?

Aside from improving the quality of care our patients receive, there are state and federal regulatory and accreditation standards that the Safe and Sound training helps meet. Below are a few examples of each:

- **State:** Under the Patient Safety Licensing Survey, the state of California requires that hospitals implement and comply with a patient safety plan, which includes processes for reviewing, reporting, analyzing, and preventing harm.
- **Federal:** Health care organizations must meet requirements set forth by the Centers for Medicare and Medicaid (CMS) and have a Quality Assessment and Performance Improvement Plan (QAPI) in place. CMS will no longer reimburse for preventable prolonged patient lengths of stay. And with a QAPI Plan, the hospital must also
demonstrate evidence of widespread staff training that communicates organizational patient safety expectations.

- **National Accreditation Agencies**: Bodies such as TJC, Magnet, Leapfrog and the Accreditation Council for Graduate Medical Education ask that the hospital maintains a culture of safety and quality; helps support education efforts and improve patient outcomes for HAC-related data; and raises awareness of efforts to improve and support patient safety practices.

**How does Safe and Sound fit into the organizational Quality Improvement and Patient Safety Goals?**

For Fiscal Year 2016, **CHLA aims to reduce total Serious Safety Events (SSEs) by less than or equal to 6 events.**

The hospital also aims to decrease events of and achieve 90% compliance with established **HAC practice bundles**. These practice bundles include the following:

- Adverse Drug Events (ADE)
- Catheter Associated Urinary Tract Infections (CAUTI)
- Central Line Associated Blood Stream Infections (CLABSI)
- Falls
- Pressure Ulcers
- Readmissions (7 Day)
- Surgical Site Infections (SSI)
- Venous Thromboembolisms (VTE)
- Ventilator Associated Pneumonia (VAP)

Safe and Sound provides fundamental concepts as they relate to patient safety and focuses on providing tools to leadership and staff to operationalize concepts and integrate them into our practice so that we can achieve these goals.

**What are training goals for Safe and Sound? Who should attend training?**

- Safe and Sound launched in 2014, with PCS Leadership and Councils.
- For FY 2015, Quality Improvement and Patient Safety met its goal of having 90% of PCS managers physician champions, and 40% of PCS unit staff trained.
- FY 2016, the balance of PCS staff will receive training. Plans for CHLA physicians and nonclinical staff are also in development.
- Course registration is available through CHEX under “Patient and Employee Safety.”
Course Description

- 8-hour sessions (time can be adapted as necessary) include a Safety 360. Course modules cover:
  - Patient Safety Basics
  - Team Dynamics
  - Communication
  - Speak Out for Safety
  - Care of the Caregiver
  - Care of the Psychiatric and Behavioral Health Patient
  - Therapeutic Relationships, Boundaries and Environment
  - Suicide and Self-Destructive Behaviors
  - Management of Aggressive and Disruptive Behavior

How can I help be a part of this patient safety initiative?

As the training evolves, we will be reaching out to those who have an interest in promoting patient safety at CHLA. However, if you would like to help, please contact Quality Improvement Coordinator Chandra Broadwater at cbroadwater@chla.usc.edu.