



# CLER Pathway 1: Patient Safety

# Do you know our hospital's patient safety goals and measures?

Here is a selection from NMH's **Exceptional Care Dashboard:**

Hospital Goal	What You Can Do
Communication of critical results within 30 minutes	You must return a call/page from the lab to confirm receipt of critical results
Hand Hygiene (# of Areas Achieving 95%)	Required both entering and leaving patient rooms/treatment areas
Falls with Injury (# of Units at or better than nursing benchmark)	Evaluate patient fall risk and plan fall prevention with the nurse
Length of Stay (% Long LOS cases)	Plan discharge early and coordinate with nurse and social worker
30 day readmissions	Focus on excellent discharge teaching; write thorough discharge instructions; assure follow up appointments are made before discharge
Inpatient medication reconciliation at discharge	Perform accurate discharge medicine recommendation for every patient; validate with the patient family
UHC Mortality Observed/Expected	Document accurate comorbidities so that expected mortality risk models are valid
Likelihood to Recommend	Use AIDET in all communications; listen; confirm patient/family understand; elicit questions; follow through on commitments for more information or clarified plans.

# Report ALL adverse events and near misses! Your reports are the source of NMH's monthly M&Ms

When in doubt, **report the event!** Regardless of patient impact, Risk Management still wants to hear about near misses to prevent a future serious adverse events.

- Near Misses:
  - Events or situations that could have resulted in accident, injury, or illness but did not by chance or timely intervention
  - Unexpected, unintended occurrences, mishaps and errors that may or may not involve patient harm

## • How do I report?

- NMH Incident reporting:



- Where to find on NMI:



- PowerChart
- Anesthesia EMR
- EPIC
- FirstNet
- My Applications
- Medical References
- UpToDate
- Clinical Pharmacology
- Health Learning Centers
- NMH Patient Education
- MD On-Call Schedule
- NMH PACS
- NLFH AV PACS
- NMH ED Resources
- Pathology Handbook
- Surginet
- Clinical Connect
- Musculoskeletal and Ortho

- NM Web Paging
- Directory Search
- NMHC Web E-Mail
- Sentact Support Services
- System Access Management
- NMH PRIMES
- Scheduling and Registration
- NMH Board Patient Escort
- NMH Imaging Kronos
- NETS** (highlighted with a red arrow)
- MIDAS - NLFH Incident Reporting
- Enterprise Data Warehouse
- CultureVision
- NMH Clean Hands
- Giving Matters
- NMH Clinical Apparel
- Brand Center
- More

# Other Patient Safety initiatives, directives, and activities

## Stay Informed!

- Patient Safety Culture
  - Your suggestions and ideas improve patient safety and advancing safer systems!
- Root Cause Analyses Participation
- Identify opportunities to improve systems through NETS, your program directors, patient care managers, quality committees and improvement teams.
  - While anonymous reports are effective, if you use your name in your NETS report and you will receive direct follow up
- Patients share concerns and ideas! Encourage them to contact Patient Representatives (63112) or online:
  - <https://ww2.nmh.org/contact/feedback/give>
- Always always always practice hand hygiene!
- And of course, stay up to date on your vaccinations
  - Corporate Health: 64457

