



PATIENT SAFETY  
ORGANIZATION

## THA PSO Safe Table Report

### Patient Safety During the COVID-19 Pandemic

December 2020

During this safe table discussion, participants shared the following examples of strategies their organizations are using to advance safety culture and mitigate harm during the pandemic.

#### *Positively Impactful Leadership Actions*

- Communicating regularly with staff
- Demonstrating effective planning and flexibility
- Frequent rounding and visibility in patient-care areas
- Allocating resources for PPE, environment of care, staffing and other needs
- Encouraging staff to speak up with concerns
- Addressing concerns quickly and providing follow-up
- Modeling and advocating for social precautions (masks, distancing) in the hospital and the community
- Supporting staff self-care for well-being
- Taking personal pay cuts to avoid staff lay-offs

#### *Other Broad-Scale Safety Strategies*

- Cross-training staff to work in different units
- Using visual aids, prompts, and checklists for key preventive tasks
- Holding focused daily huddles
- Putting systems in place to optimize provider-to-provider communications, particularly between attending and consulting services
- Putting systems and technology in place to optimize communications with patient family members
- Heightening surveillance
- Finding creative solutions to reduce capacity strain
- Keeping resources for staff well-being available and easily accessible