

## Ballad Health Perioperative Services

### Assessing Safety and Culture in Ballad Health Operating Rooms

#### Actionable Insights

A recent perioperative rounding initiative was launched in March 2023 with a goal of optimizing patient care by ensuring a **Safety Culture** in which all team members feel empowered to voice any safety concerns as they occur. Additionally, identifying areas of opportunity to better serve patients and achieve zero harm for both our patients as well as our caregivers is vital in becoming a High Reliability Organization.

OR Leadership, Quality, and Risk Management team members partnered together to assess potentially high-risk areas such as team member communication, fire safety, time-out, etc. Highlighted below, you will find a collective summary of system opportunities and successes that were identified.

- **Success Highlights** –

- Facility and Team Willingness to participate in rounding initiative - rounding teams reported they felt welcome during their visits and perioperative teams were seemingly gracious and receptive to feedback. Thank You!
- Perioperative Team Communication and Handoff – teams demonstrated respect in interactions throughout phases of care. There was opportunity to ask questions and request assistance when needed.
- Patient Satisfaction – patients were treated with dignity and respect. Multiple instances of team members going above and beyond to ensure patients were as comfortable as possible were witnessed.

- **Opportunity Highlights** –

- Universal Protocol for Prevention of Wrong Site, Wrong Procedure, Wrong Person Surgery Policy Adherence – trend of inconsistency with policy adherence, particularly team members fulfilling the appropriate role during time-out.
- Fire Safety – perioperative team members expressed a need for clarification surrounding fire risk assessment scoring as well as the appropriate timeframes for reviewing this risk with the operating room team.
- Perioperative Dress Code policy adherence – opportunities noted with team members wearing facility laundered scrub jackets in restricted areas to prevent bacterial shedding from bare arms, protective eyewear when splash or spray contamination is possible, and donning a new mask for each patient.

- **Action Items** –

- Facility specific rounding feedback shared with key stakeholders at each facility currently offering operative services.
- Infection Prevention rounding initiative currently underway. Infection Prevention and Perioperative Quality/Safety Coordinator teams have partnered together to assess patient centered infection prevention measures (i.e. - antibiotic administration/completion, normothermia, proper prepping, etc.)
- Universal Protocol to be reviewed and recommend changing the provider initiating the time out to the “assigned patient nurse”.
- Fire Safety education for perioperative leaders at the next (2) Service line meetings. Then cascading to educators and all perioperative team members.
- Reviewing with CNO’s possible changes in the Perioperative Dress code to allow for long sleeves per AORN recommendations.