Superscrubs!

Patient Safety: How Ordinary Workers Save Lives
Getting Started on the Wrong Foot

<table>
<thead>
<tr>
<th>Patient</th>
<th>Start Time</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alvarez, José A.</td>
<td>9 am</td>
<td>Prostate</td>
</tr>
<tr>
<td>Smith, Jasper</td>
<td>9 am</td>
<td>Gallbladder</td>
</tr>
<tr>
<td>Alvarez, José N.</td>
<td>9 am</td>
<td>Amputation RT foot</td>
</tr>
<tr>
<td>Vernal Liz</td>
<td>9 am</td>
<td>Knee</td>
</tr>
</tbody>
</table>

Can you tell me your name, sir?

Sir, your name? Su nombre?

Ah sí! José Alvarez!

Entonces, ya no tendrás accidentes con la orina?

Ok, gracias, just relax and let us do our job. You'll be fine.

*So, no more problems urinating?*
9:15 am: Dr. Lu arrives

OK, LET'S GET STARTED! WE'RE BEHIND SCHEDULE. I NEED TO GET BACK TO THE FLOORS FOR ROUNDOING. ARE WE ALL GOOD TO GO?

9:17

SHOULD WE DO A QUICK TIME-OUT TO CONFIRM THE PATIENT'S IDENTITY AND PROCEDURE?

NO NEED. I'VE DONE THAT ALREADY.

BUT...

I CHECKED HIS ARMBAND AND ASKED HIM HIS NAME. I DOUBT IT'S CHANGED SINCE

Meanwhile, EVS worker Manuel Rodriguez notices there are two Jose Alvarezes on the OR chart.

HMMM... SHOULD I SAY SOMETHING?

NAH, THEY'RE ON TOP OF IT...

WHO AM I TO TELL THEM HOW TO DO THEIR JOB?
I need help with a patient in Bay Two! Help me prop him up so he can cough...

Now!

We get everything here in the PACU — from ortho cases to appendectomies. What a choice: performing hand hygiene or saving a patient’s life...

Patients are in a crossroads of infection here. You just don’t know who’s been exposed to what...

Wuuuugggh!

Take care of two. I’ll see what’s wrong with one!

I just removed a Foley catheter. I sure wish I could’ve reached that gel...
Room 2, 73-year-old patient Jasper Smith.

3:00

Man, that cranberry juice won't right through me. I need that nurse.

Bzzzzt!

9:05

Tick, tick, tick.

What are they trying to make me work for it?

Meanwhile, at the nurses' station.

My hourly rounding can wait right now. If I don't get the meds ready I'll be late in administering them...

Bzzzzz!

OK, I can do this.

Call don't fall.

It's just five steps to relief, after all.

No need to alert the media for that.
Meanwhile, back at the O.R.:

MARISOL, NECESITO TU AYUDA...

WHAT'S UP, MANNY?

I noticed there's two Jose Alvarezes in surgery right now...

I think they might be confusing them.

Later, at the UBT huddle:

A big hand for Marisol and Manny for catching that patient identifier issue. We'll start our new test of change, doing a second visual check of wristbands today.

I never thought I could play a role, but when Manny told me what he saw, I knew we had to do something. I'm so glad we spoke up!

Back at the PACU:

This only takes a few seconds and it may save a life.
Later at the PACU huddle

I'm sorry I was hard on you, Brandy. Go ahead now, tell everyone your idea.

What if we put gel dispensers by each bed? If Manny hadn't caught my eye, I'm not sure I would've reached for the gel. Let's make it easy to do. The right thing.

Back at the Med-Surg floor

Hey Connie, your patient in room 2 needs to use the bathroom; you look busy. Can I help him?

Thanks, yes! I've got a lot of prep work here. I'll round on the rest of my patients when I give them their meds.

The next day:

Sarah, that was great teamwork. Yesterday when you helped Connie's patient, remember everyone, ask for help when you need it— and offer help even if you haven't been asked.

I was torn: my priority is my patient's safety but it's important to give meds on time. I love that people here help each other. I need to remember that I can ask for help.

A few days later at the EVS huddle

→ 90%

So, our patient satisfaction scores are still at 90%. What else? Safety? Any ideas? What's going on out there?
Patient Safety Resources

For more information about patient safety and what you can do, check out these online resources and trainings:

» “Patient Safety University for Frontline Staff” modules: Log on to KP Learn at http://learn.kp.org and search for Patient Safety University.
» Institute for Healthcare Improvement: www.ihi.org

Or contact your regional Patient Safety lead:
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