

Administration and Transparent Data Equal Results:

Deployment of the Hospital Culture of Safety Survey Across a Large Healthcare System

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Track:	The Evolution of CAHPS Instruments
Session:	Systemwide SOPS Administration and Improvement Priorities
Date & Time:	April 20, 2010, 11:00 am
Track Number:	SOPS T1-S2

Top 10 Accomplishments: 2009

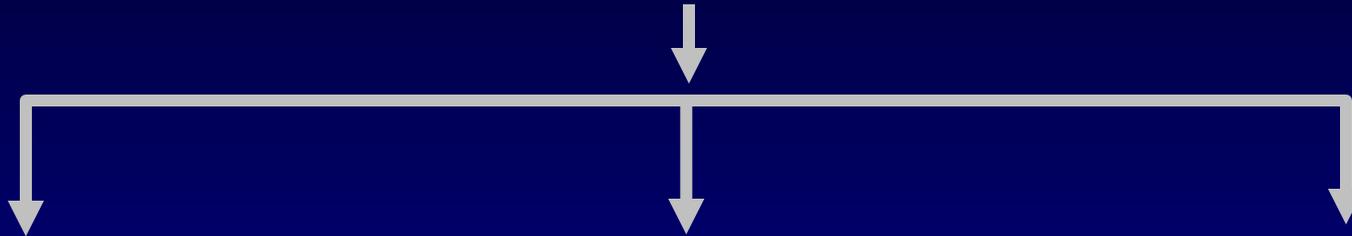
- **# 2 ACHIEVED SIGNIFICANT IMPROVEMENT: QUALITY AND PATIENT SAFETY MEASURES**
 - “% Excellence” ranking: ↑ 25%
 - Culture Survey participation: ↑ 125%

Agenda

- **Cleveland Clinic profile**
- **Survey measurement**
- **Feedback**
- **Interventions**

Cleveland Clinic Delivery Model

Patients



Main Campus

- Acute Care
- Specialty Care
- Academic
- Research

**Family Health
Centers (25)**

- Outpatient
- Specialty

**Community
Hospitals (12)**

- Emergency Services
- Inpatient

Miller Family Pavilion



Cleveland Clinic Family Health Centers



Cleveland Clinic Community Hospitals





CLEVELAND CLINIC FLORIDA

Cleveland Clinic Florida

Our Mission

**Better care of the sick,
investigation into their problems,
and the further education of
those who serve.**

Enterprise Project Team Responsibilities

- **Plan and Budget**
- **Survey selection**
- **Build electronic survey tool**
- **Communication and Marketing Plan**
- **Track Survey Response Rate**
- **Data Analysis and Reporting**

Survey Measurement

- **Tactics utilized to increase participation**
 - **Senior leadership support of survey**
 - **Site-specific participation rate: distributed weekly**
 - **Dual survey format: On-line and paper survey tool**

Additional Survey Question

- **“If we could implement one idea that would significantly impact patient safety, what would that be?”**

Leadership WIIFM?

- **Raises Awareness about Patient Safety Issues**
- **Evaluates the current status of Safety Culture**
- **Essential measurement tool to prioritize strategies and tactics for improving safety and outcomes**
- **Expected by National Quality Forum's Safe Practices and the Leapfrog Group**

Patient Safety: It Starts with Me



Tell us what you think about patient safety at Cleveland Clinic hospitals.

Complete the “Safety Culture Survey.” It can be found on your Intranet home page.

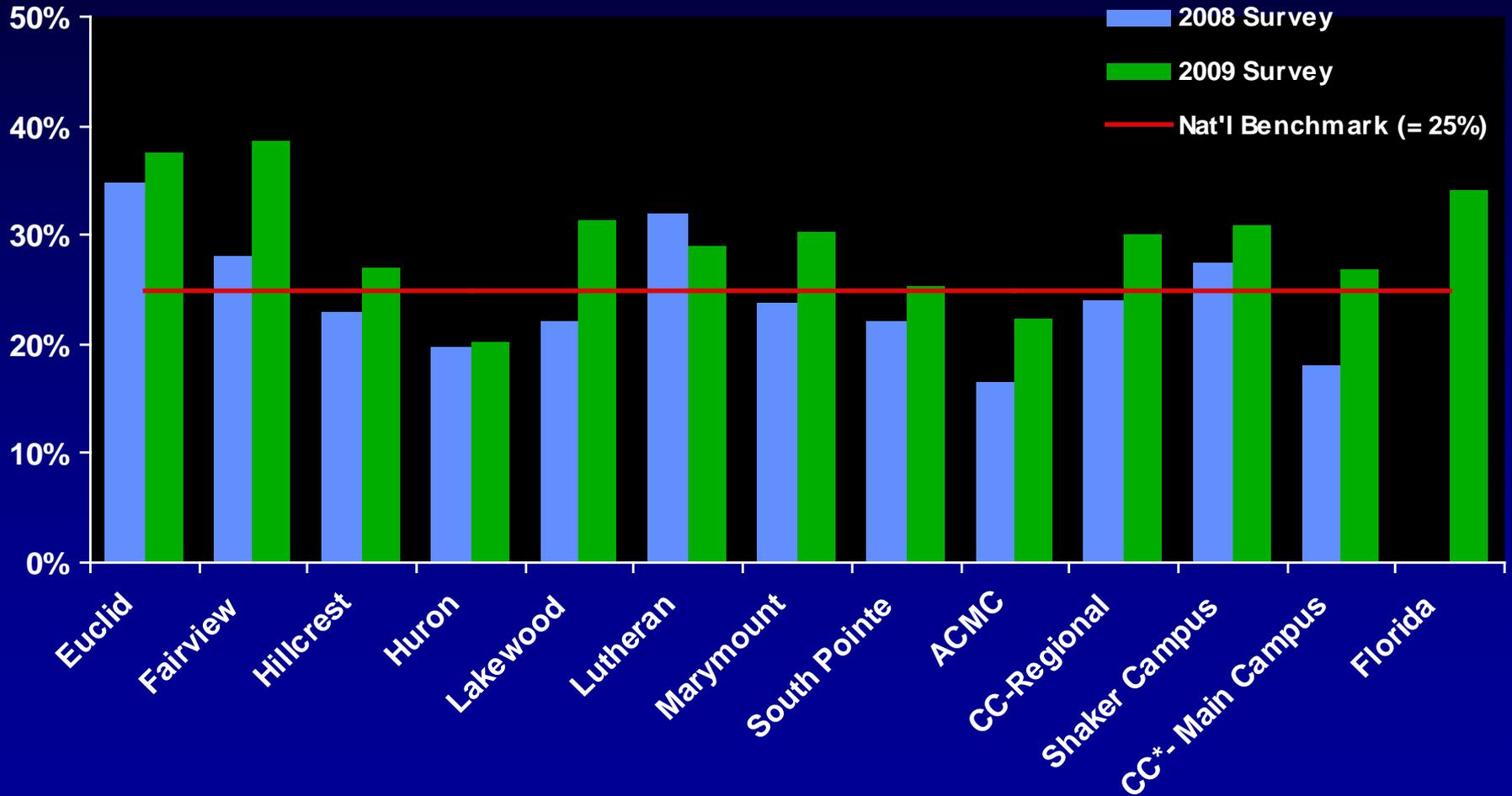
The survey will be available from March 8 through April 4

Feedback

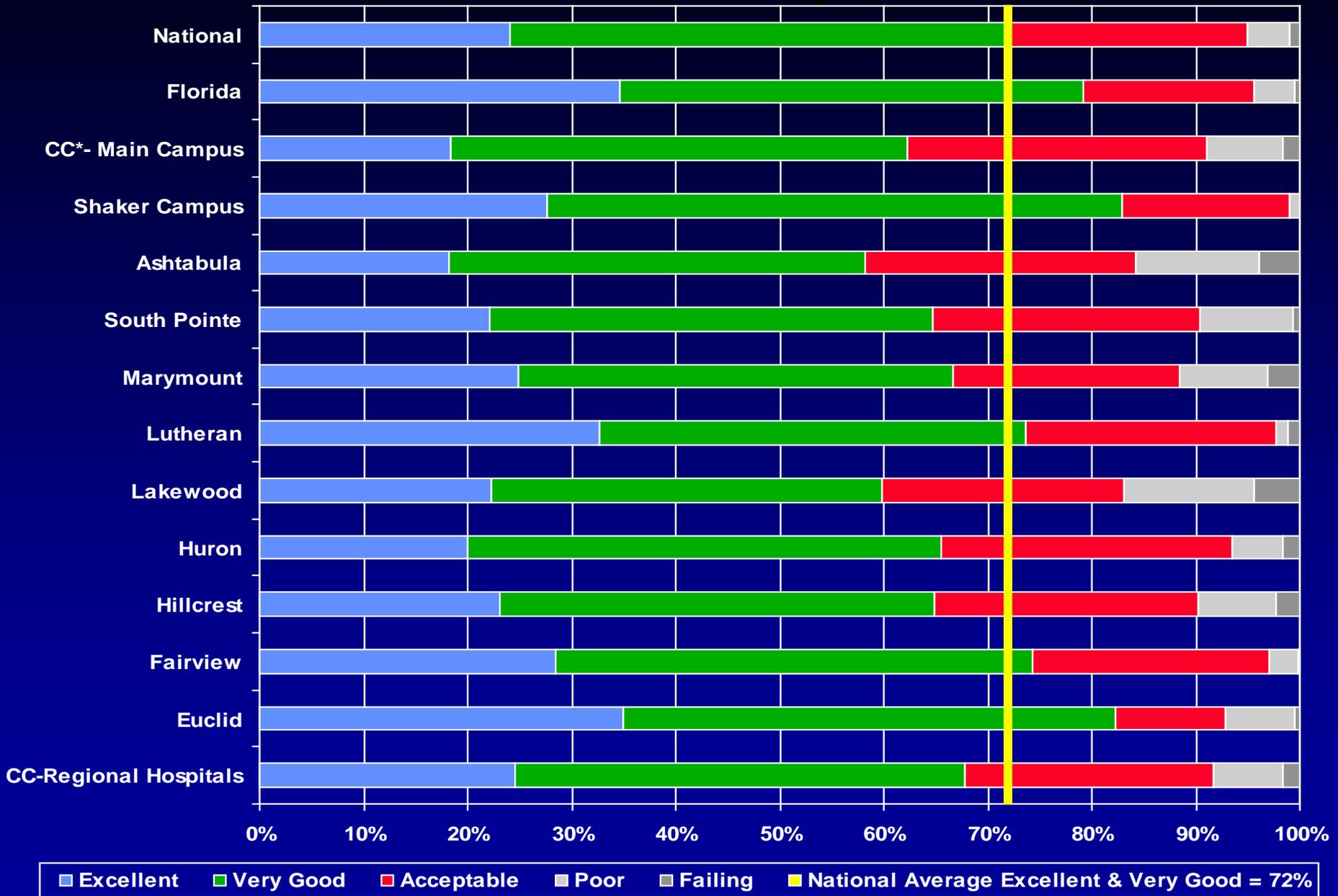
- **Transparent survey findings and benchmarks disseminated across the enterprise**
 - **Governance and senior leadership**
 - **Medical staff**
 - **Departments and front-line staff**
- **Data is segmented by hospital, job type and department**
- **Report includes enterprise “most improved” and “areas of opportunity”**

Overall Patient Safety Grade

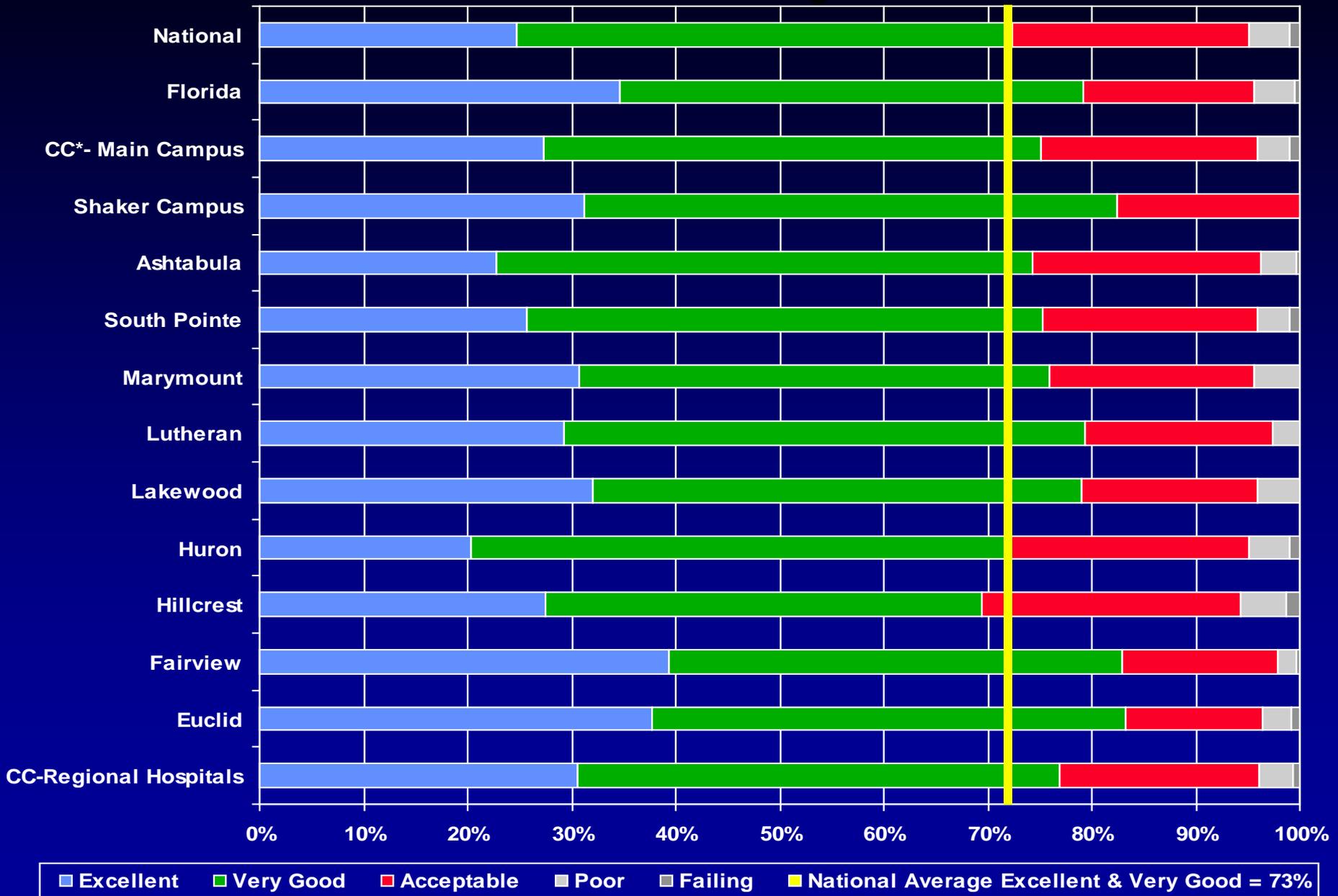
Please give your Work Area/Unit In this Hospital an overall grade on patient Safety (*% Excellent*)



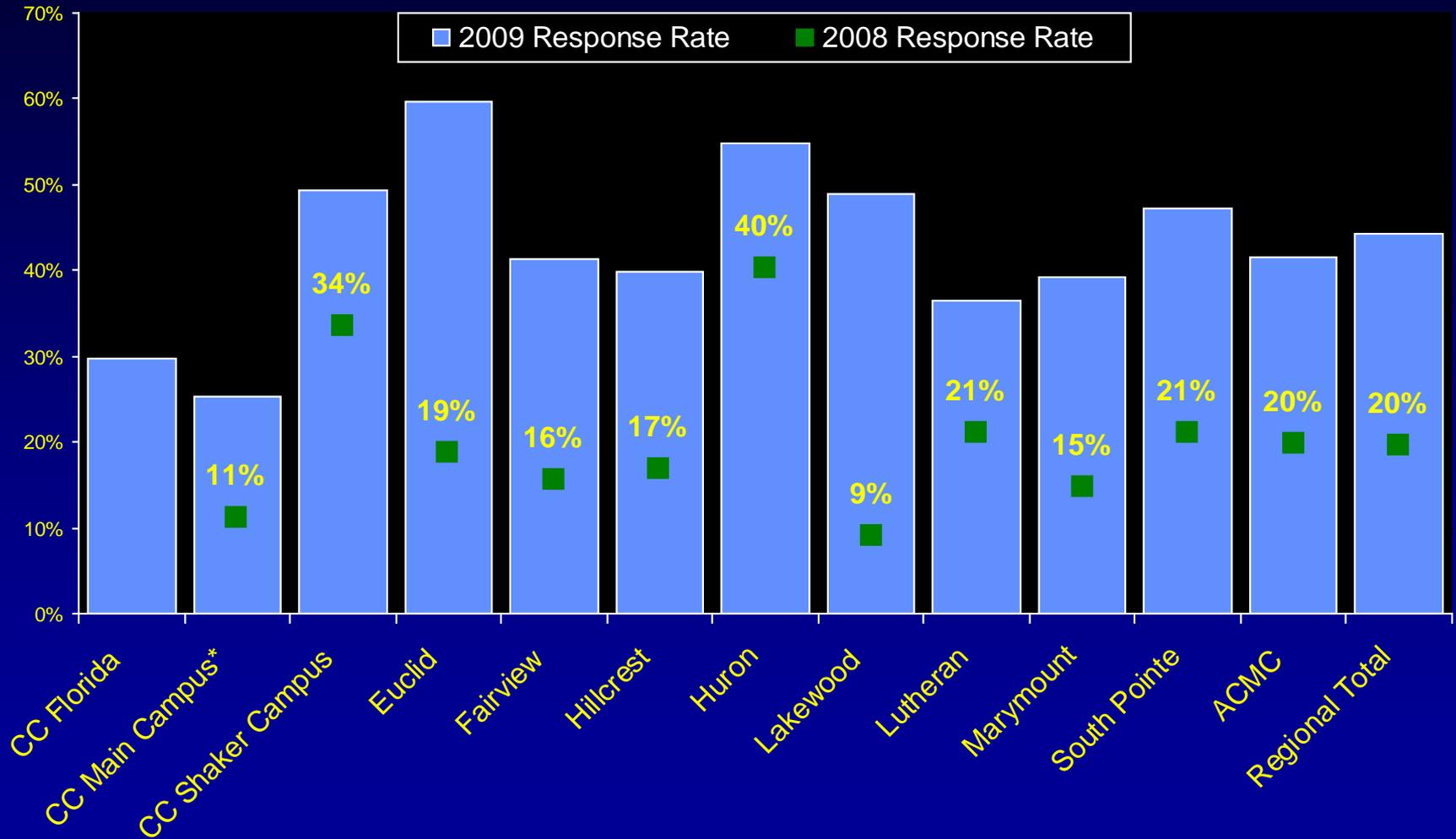
2008 Patient Safety Grade



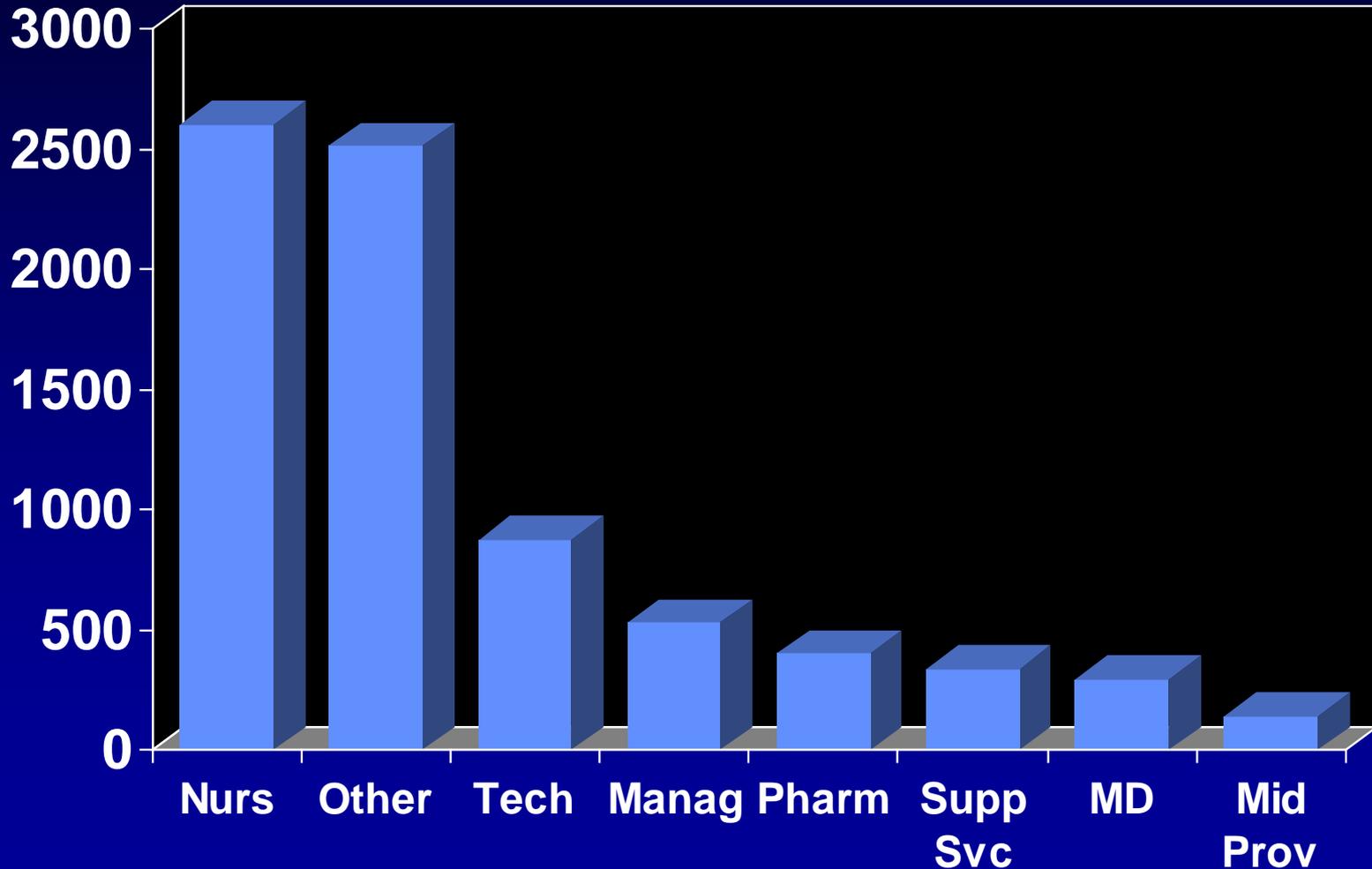
2009 Patient Safety Grade



Participation Rate by Hospital



Survey Participation



Interventions: Improving the Culture of Safety across the enterprise in 2010

- Procedural safety checklist
- Do not resuscitate protocol
- Electronic medical record / CPOE
- Central line bundle
- Disclosure policy



Take Away

- **Multidisciplinary project team approach**
- **Showcase senior leadership support**
- **Participation rates provided to key stakeholders weekly**
- **Transparency of data**
- **Implement action plans based on findings**



Cleveland Clinic

Every Life Deserves World Class Care