



Enhancing an Interprofessional Safety Coach Program to Reduce Patient Harm

Seana Allen MSN, RN, CCRN; Paige Arndt BSN, RN, CPPS, CPHQ; Karen Looper BSN, RN, CPN; Justin White, BSN, RN



Problem

St. Louis Children’s Hospital (SLCH) is a member of Solutions for Patient Safety (SPS), a network of pediatric hospitals working together to eliminate serious harm.

- A safety coach program is a crucial component of the culture of safety.
- The use of Error Prevention Tools (EPTs) and in-the-moment feedback are essential to ensure safety and establish effective communication between all hospital staff.
- Safety coach programs establish safety as the core value of an institution by empowering individuals to use EPTs to speak up for safety.
- An assessment of the safety coach program at SLCH established in 2019 showed a need for increased engagement and growth.

Measurement

- Our SMART aim for the enhancement of the safety coach program was to train 25 staff from three disciplines across SLCH by 12/31/2023.
- Our global aim is to increase the use of error prevention tools and reduce serious safety events (SSEs).

A safety coach program helps empower providers and staff to speak up in the moment and use Error Prevention Tools to create an environment of persistent mindfulness that prevents harm. For more information about safety coach programs, please visit SPS at <https://www.solutionsforpatientsafety.org>.

Analysis & Implementation

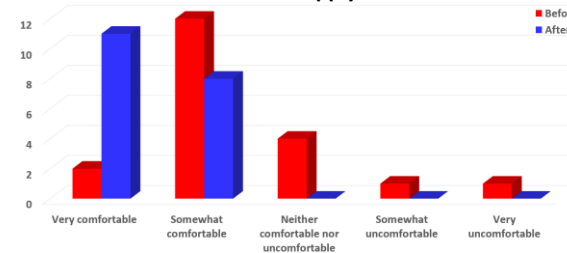
Using the Model for Improvement, we identified the core problem and utilized Plan, Do, Study Act (PDSA) cycles to conduct small tests of change for overall program enhancement.

- The first PDSA cycle, conducted with NICU leadership, established curriculum content and feasibility for spread along with surveys to measure nurse’s response to safety in the NICU.
- The subsequent PDSA cycles were focused on teaching methods and incorporating trainee feedback for scenario development.
- Facilitators focused on needs specific to attendees’ areas of expertise.
- A process that would be supported on a unit level, starting with frontline leader education, feedback, and buy-in was established.

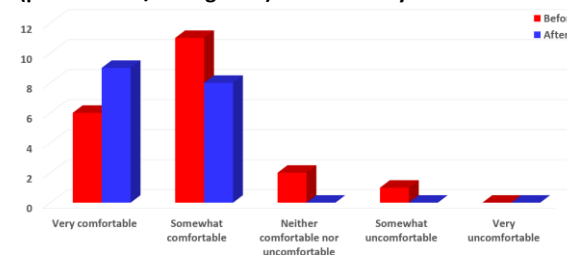
Results

Our goal was exceeded by training 51 staff members from seven different disciplines. Surveys of participants completed before and after training sessions showed:

How comfortable are you with your knowledge of Error Prevention Tools and how to apply them?



How comfortable are you with providing constructive (positive and/or negative) feedback to your team members?



Discussion

Effective use of EPTs and in-the-moment feedback are vital to the reduction of harm. We provided the knowledge to safety coach trainees through workshops tailored to include scenarios and safety stories that were specific to interprofessional needs. This year we aim to expand the training to frontline staff who:

- Have been in their current role for at least one year
- Have a recommendation from their direct-report manager
- Have a desire to prevent harm

To support safety coaches, we will conduct monthly huddles where we will share safety stories, provide ongoing education, and develop skills in giving feedback.

Next Steps

- To sustain the program, safety coaches will use behavioral observation tools to measure use of EPTs and what staff members are doing well or whether additional coaching is needed.
- We will celebrate successes, continue to promote and engage new coaches, and address any barriers with practical solutions.

