Duke University Hospital Focus on Care Quality and Patient Safety

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April 7, 2006

Our Actions

- Board of Trustee Subcommittee focusing on safety and quality
- Established MD Patient Safety Officer for entire Health System
- Developed and implemented a consistent structure and set of processes for multidisciplinary patient safety teams which address safety and performance improvement (including executive walkrounds)

Our Actions

- Executive and staff performance measures implemented
- Information technology
  - Voluntary Reporting System
  - ADE Electronic surveillance
  - CPOE and EMR
  - Smart infusion pumps
- Organizational culture assessment

Our Actions

- Strengthened data analysis resources
- Participate in external benchmarking and public reporting of data
- Adopted Six Sigma as Performance Improvement Methodology
- Hardwired progress reporting of performance improvement and safety initiatives into clinical reviews

Our Actions

- Implemented mechanisms to share lessons learned
- Developed a Health System Patient Safety Center that focuses on the research basis for safety initiatives
  - Team Training
  - Joint Curricula for safety and performance improvement – Schools of Nursing & Medicine
  - Formal safety partnerships with other organizations

Ongoing Challenges

- Balancing tension of regulatory mandates and compliance with open discussion and voluntary reporting – stressing accountability not "blame-free" culture
- Resource intensity and ongoing funding
- Need for common information technology infrastructure
- Fundamental change needed in the basic education of health care providers

Questions

Contact

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