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Summer 2023

### Benefits of Implementing a Daily Safety Brief at the Baystate Children's Hospital

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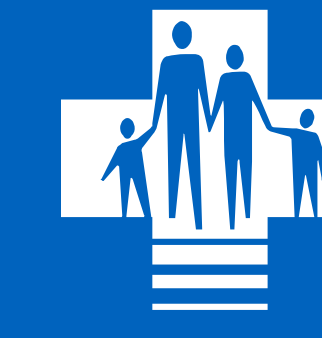
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#### Recommended Citation

Adam, Stephanie RN; Beachy, Joanne MD; and Boney, Charlotte MD, "Benefits of Implementing a Daily Safety Brief at the Baystate Children's Hospital" (2023). *Research and Education Celebration 2023*. 27. [https://scholarlycommons.libraryinfo.bhs.org/nurs\\_presentations2023/27](https://scholarlycommons.libraryinfo.bhs.org/nurs_presentations2023/27)

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# Benefits of Implementing a Daily Safety Brief at the Baystate Children's Hospital



Baystate  
Health

ADVANCING CARE.  
ENHANCING LIVES.

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## Introduction

In 2020-2021, Baystate Children's Hospital (BCH) participated in the Solutions for Patient Safety (SPS) Culture Wave. During the leadership methods training, we identified a gap-the absence of a daily safety brief at Baystate Children's Hospital. The daily safety brief is a leadership method used in highly reliable organizations, to make leaders aware of front-line operations and to assign ownership of and resolve safety issues. We aimed to improve both situational awareness and accountability using a "look back, look ahead 24 hours" approach. We acknowledged that we needed to learn from those who had gone before us, so we reviewed numerous references from other SPS network hospitals.

## Methods

- Assigned two senior physicians and nursing executive sponsors.
- Organized a list of key stakeholders at BCH, including shared services.
- Key stakeholder attended the Leadership Methods Training and a Focus Group
- Created a BCH Daily Safety Brief Template to maintain structure of the call
- Provided a formal invitation to the daily safety brief
- Initiated daily safety brief October 4, 2021
- Created an "Aim for Zero Harm" logo (with Creative Services) for branding of culture initiatives

## Results

- Inpatient units/pediatric emergency room brought forth the most concerns over a period of 4.5 months
- Largest number of concerns related to medical equipment and devices, medication and fluids, and provision of care
- 6 months later, concerns transitioned to medical equipment and devices, provision of care, and staffing.
- Assigned Safety concerns, averaged ~3 per day



Topics Include, but not limited to:	
	➢ Staffing Concerns
	➢ PICU Open or Closed
	➢ Employee safety concerns or injuries (Code Yellows, Behavioral/Violent Cases)
	➢ Environmental Safety Issues (Equipment issues, documentation system issues)
	➢ Patient Safety Concerns (Falls, Med Errors)
	➢ High risk therapies
	➢ Family concerns
	➢ Booked admits/Transfers/Discharges/Ability to take Inter-care
	➢ Watchers
	➢ # of PRRT's in last 24 hours/Codes
	➢ Patients in restraints
	➢ Procedures
	➢ Closed beds
	➢ Current capacity
	➢ Equipment concerns
	➢ Drug Shortages
	➢ Anything new or different that increases chance for error

## Conclusions

- Initial Challenges:** Keeping to the time constraint, keeping conversation brief/diverting larger issues and re-focusing group back to the structured format
- Short term gains are:** Positive feedback from the involved teams on improved situational awareness, as well as allocation of resources and timely resolution of safety concerns. The gains were most notable during a pandemic, as a team approach was critical.
- Current and future work:** Compare the Press Ganey Scores (pre/post, for employees), specific to culture.

## Thank you to all the Daily Safety Brief Participants

Case Management  
Patient Safety  
Pediatric Emergency Services  
Pediatric Intensive Care Unit  
Perioperative Services  
Pharmacy  
Psychiatry and CAPTU  
Radiology  
Respiratory Care  
Security  
Social Work  
Spiritual Services

Supply Chain  
Central Processing Department  
Child Life  
Children's and Adolescent Unit  
Engineering and Facilities  
Environmental Services  
Infection Control  
Informatics and Technology  
Lab and Phlebotomy  
Linen and Patient Transport  
Neonatal Intensive Care Unit  
Nutrition and Food Services

