



مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
مؤسسة عامة Gen. Org.



Zero Harm and HRO

An at-a-glance overview

Issued 12 April 2018

Introduction



- On 1 November 2017, King Faisal Specialist Hospital and Research Centre committed to achieve zero harm by becoming a high reliability organization (HRO).
- This presentation contains information to help you as a leader support your teams and champion this journey to your teams and colleagues.

What we need you to do



1

Take time to understand zero harm and HRO and the role you and your teams play in achieving success.

2

Share the concepts with your team and proactively discuss how your team can be involved in the journey to achieve zero harm and transform to HRO.

3

Invite a member of the Quality Management team to your huddle or meeting to discuss the initiative with your team.

4

Be open and available to your staff to answer questions. Quality Management is here to support you.

Why HRO and Zero Harm?



وَمَنْ أَحْيَاهَا فَكَأَنَّمَا أَحْيَا
النَّاسَ جَمِيعًا

*And if anyone saved a life, it would
be as if he saved the life of the
whole people*

Sentinel Events

May Allah bless those who died or were disabled and injured at KFSH&RC



Jeddah







Riyadh






2016








2017






2016

2017

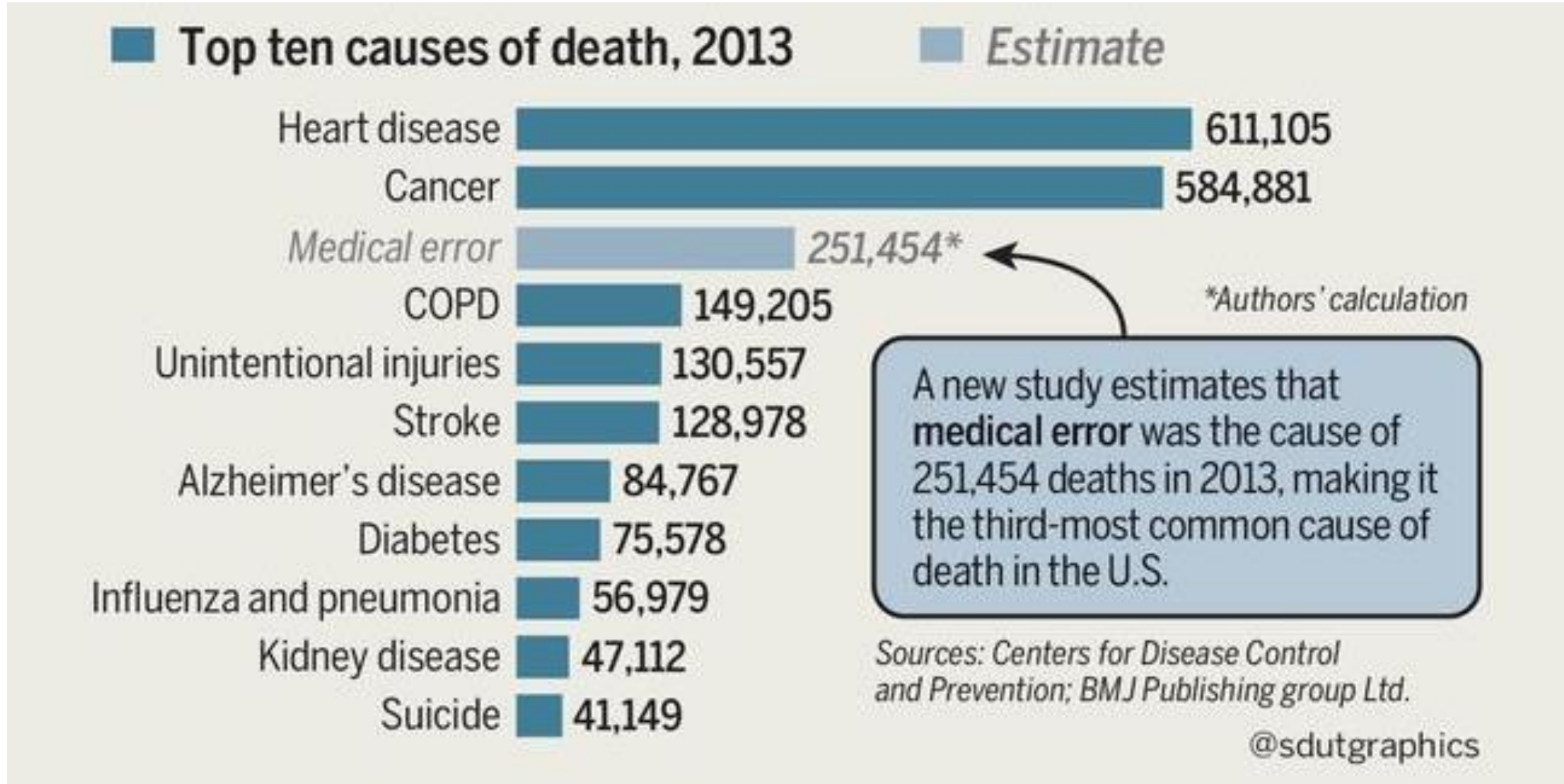
-  Waseem, 5 months
-  Retal, 12 months
-  Retal, 4 years
-  Malak, 5 years
-  Fatima, 68 years
-  Suhailah 71 years

-  Ahmed, 16 years
-  Hamza, 26 years
-  Abeer, 41 years
-  Hamdi, 66 years
-  Ahmad, 76 years

-  Jenan, 4 years
-  Mohammed Ali, 43 years
-  Ashraf, 48 years
-  Jerrie, 53 years
-  Mohammad, 56 years
-  Moudhi, 66 years
-  Waslallah, 67 years

-  Gheid, 38 years
-  Maymouna, 42 years
-  Mohammad, 43 years
-  Hamdan, 55 years
-  Hamda, 77 years

Medical Error is the 3rd Leading Cause of Death

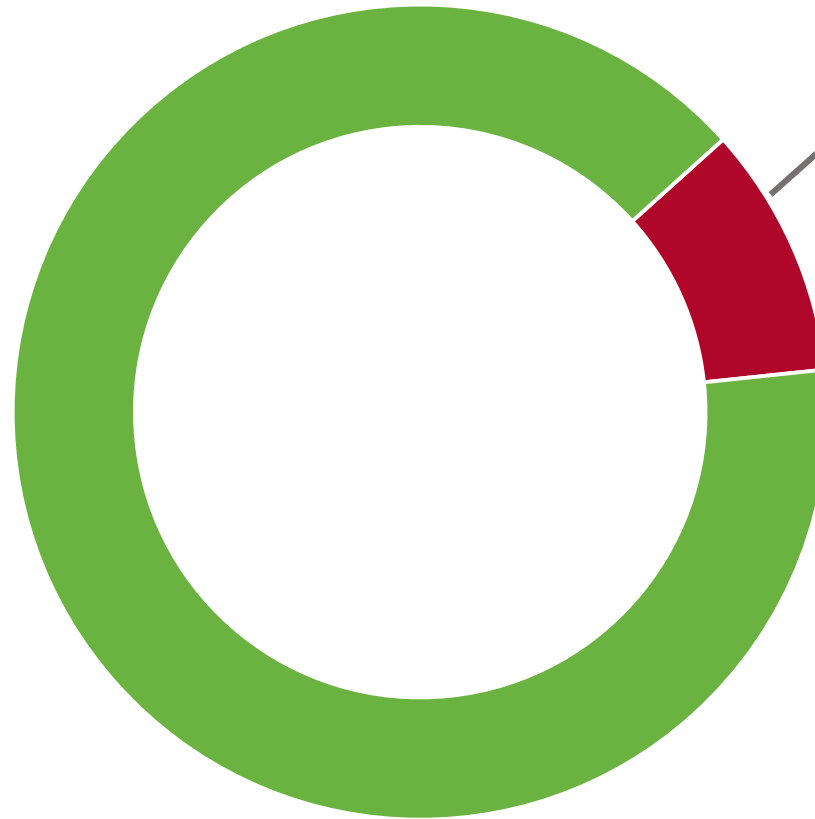


Medical Errors



Annual Number of In-Patients

A hospital with greater than 25,000 admissions per year could have between 100 – 300 deaths annually because of preventable harm



10%

Global 10% of all admitted patients are affected by medical errors

Patient Harm in Canadian Hospitals



How often does it happen?



In 2014 – 2015

1 in 18

Hospital Stays

In Canada involved at least 1 harmful event
(138,000 out of 2.5 million hospital stays)

What kinds of harmful events happen?



Impact of Harm



On Patients, Families, Communities and Care Providers

Direct:

- Mental harm
- Physical harm
- Emotional harm

Indirect:

- Burden on families and community
- Lost staff time

On Hospitals, Healthcare Systems and Economies

Direct:

- Additional costs to hospital and healthcare system
- Unnecessary care and medication
- Ongoing costs of care and medications resulting from harm

Indirect:

- Longer lengths of stay and reduced access to care
- Cost to economy with lost productivity
- Unable to invest resources in other areas of community

HRO and Zero Harm



Safety is our Value



HRO is our Path



Zero Harm is our Goal



Strategic Map



Mission: King Faisal Specialist Hospital and Research Centre provides the highest level of specialized healthcare in an integrated educational and research setting

Vision: To be a world leader in healthcare through excellence and innovation

Values: Safety Compassion Patient-Centric Excellence Innovation

Strategic Priorities:

Medical, Research and Academic Excellence

KFSH&RC Experience

Organizational Sustainability

Community Relations

Strategic Objectives



Strategic Priorities:

**Medical, Research
and Academic
Excellence**

**KFSH&RC
Experience**

**Organizational
Sustainability**

**Community
Relations**

Strategic Objectives:

- 1. Drive culture and process redesign to pursue zero-harm and improve quality**
2. Become a global role model in our core specialties
3. Leverage research and innovation to improve clinical outcomes and set standards for medical care
4. Optimize the education of the next generation of healthcare professionals and leaders
5. Provide excellent patient experience throughout the patient journey
6. Improve access to KFSH&RC healthcare services
7. Promote a conducive environment
8. Provide a rewarding career experience that attracts and retains the best talent
9. Promote transparent and objective performance management
10. Optimize efficiency, productivity and accountability to reduce cost and improve delivery
11. Deliver effective generation and management of revenue
12. Develop a high-performing and sustainable healthcare endowment fund
13. Leverage innovative technology and information to deliver high-quality healthcare
14. Establish workflows that include external entities
15. Strengthen external collaboration and partnerships
16. Promote social responsibility activities



High Reliability Organization

What is HRO?



Based on 5 Core Principles

- 1. Preoccupation with failures**
(What might go wrong?)
- 2. Sensitivity to Operations**
(Is our process/system working?)
- 3. Deference to Expertise**
(decisions/design is done by people doing the work)
- 4. Resilience**
(report, talk and learn from errors)
- 5. Reluctance to Simplify**
(ask why, why and why to reach the roots of the problem)

Encouraging



State of
Mindfulness

To Achieve



High
Reliability

Success



Exceptionally
Safe &
Consistently High
Quality Care

Commitment to zero tolerance to harm by all



What is HRO?

Organizations that operate in high-risk, dynamic, turbulent, and potentially hazardous environments, yet operate nearly error free.



Hospitals Which Have started HRO



MAYO
CLINIC



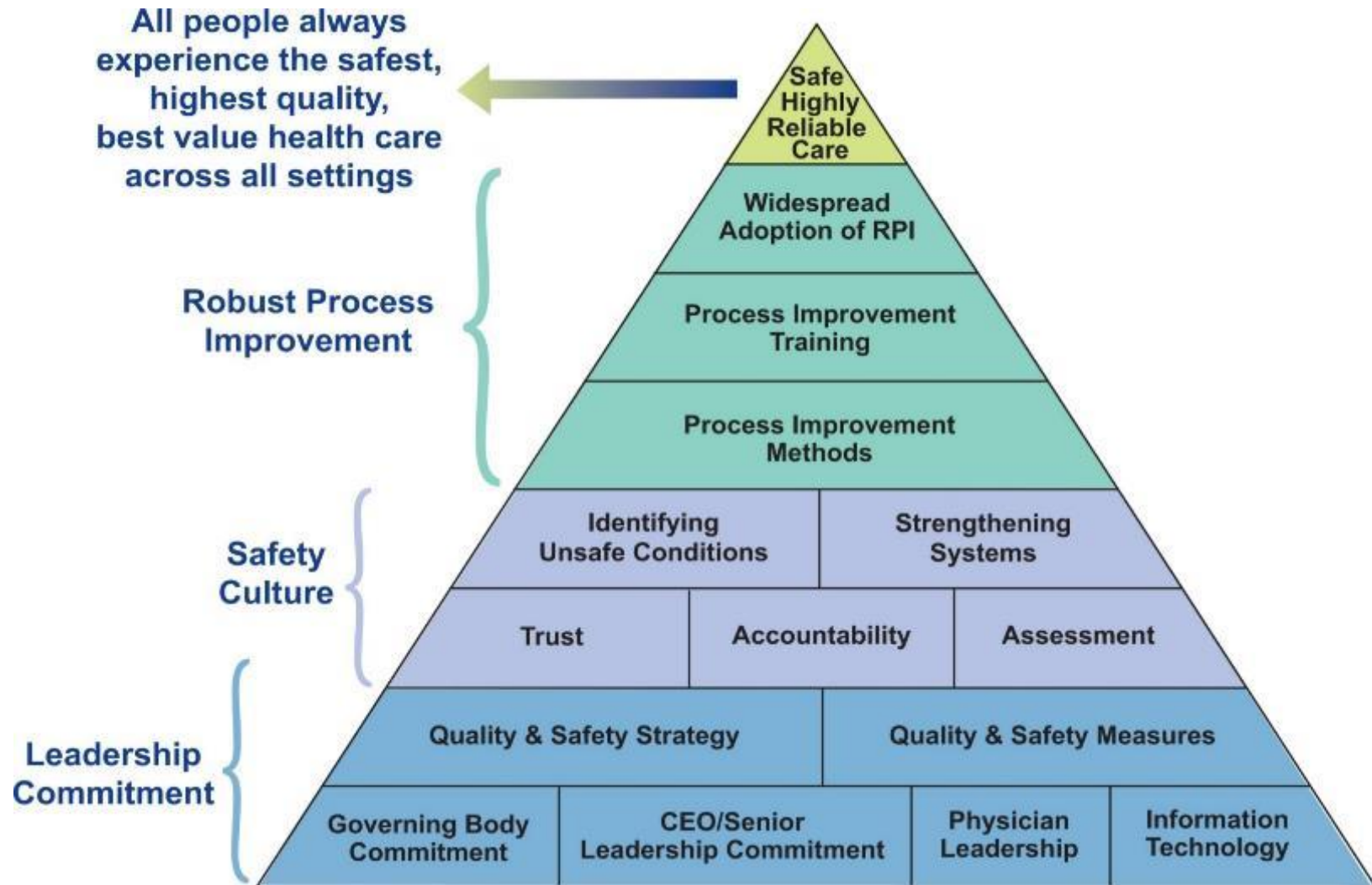
Stanford
HEALTH CARE



NewYork-
Presbyterian



Building Blocks for HRO*



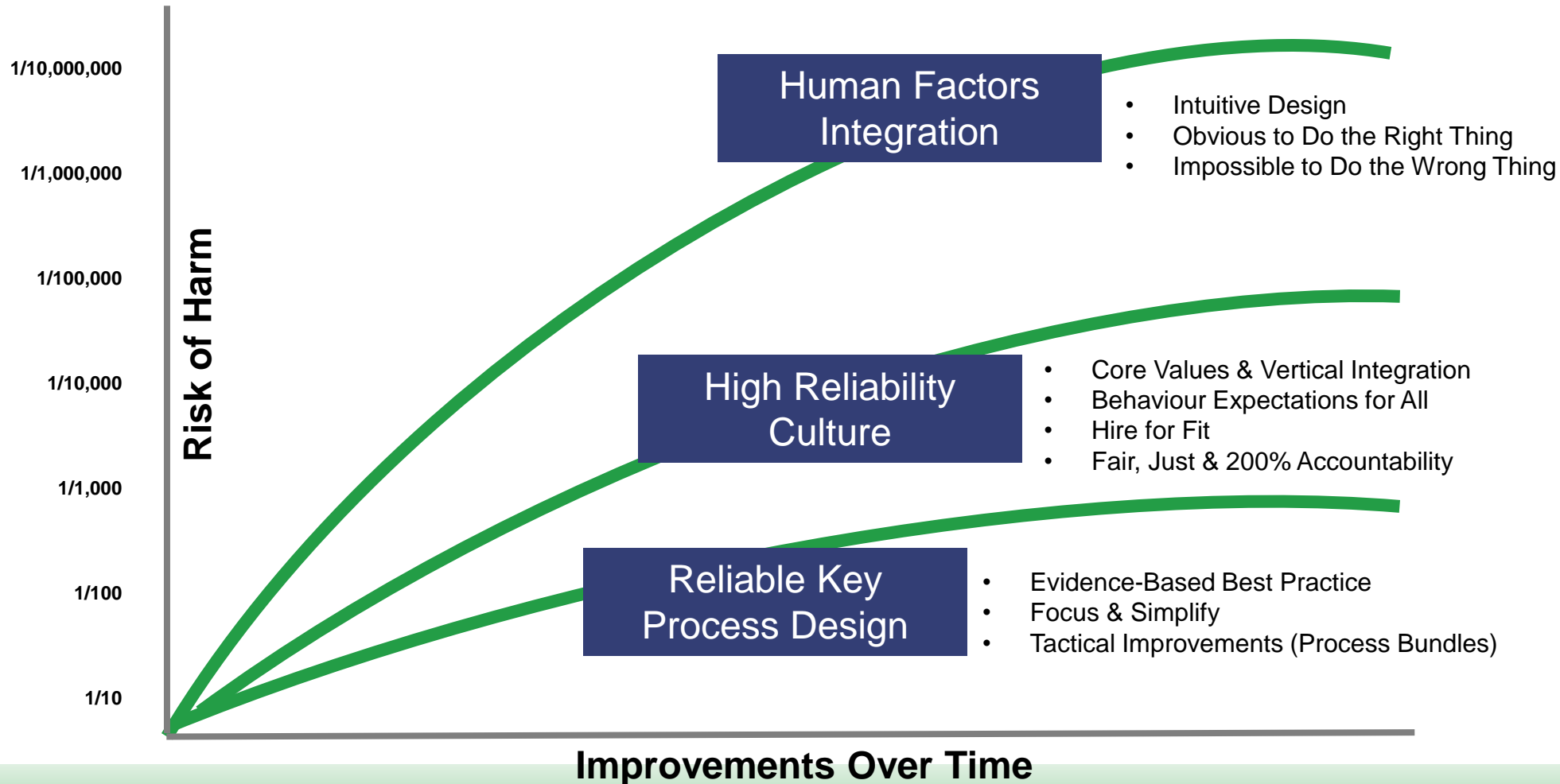
*The Centre for Transforming Healthcare | The Joint Commission

Zero Harm

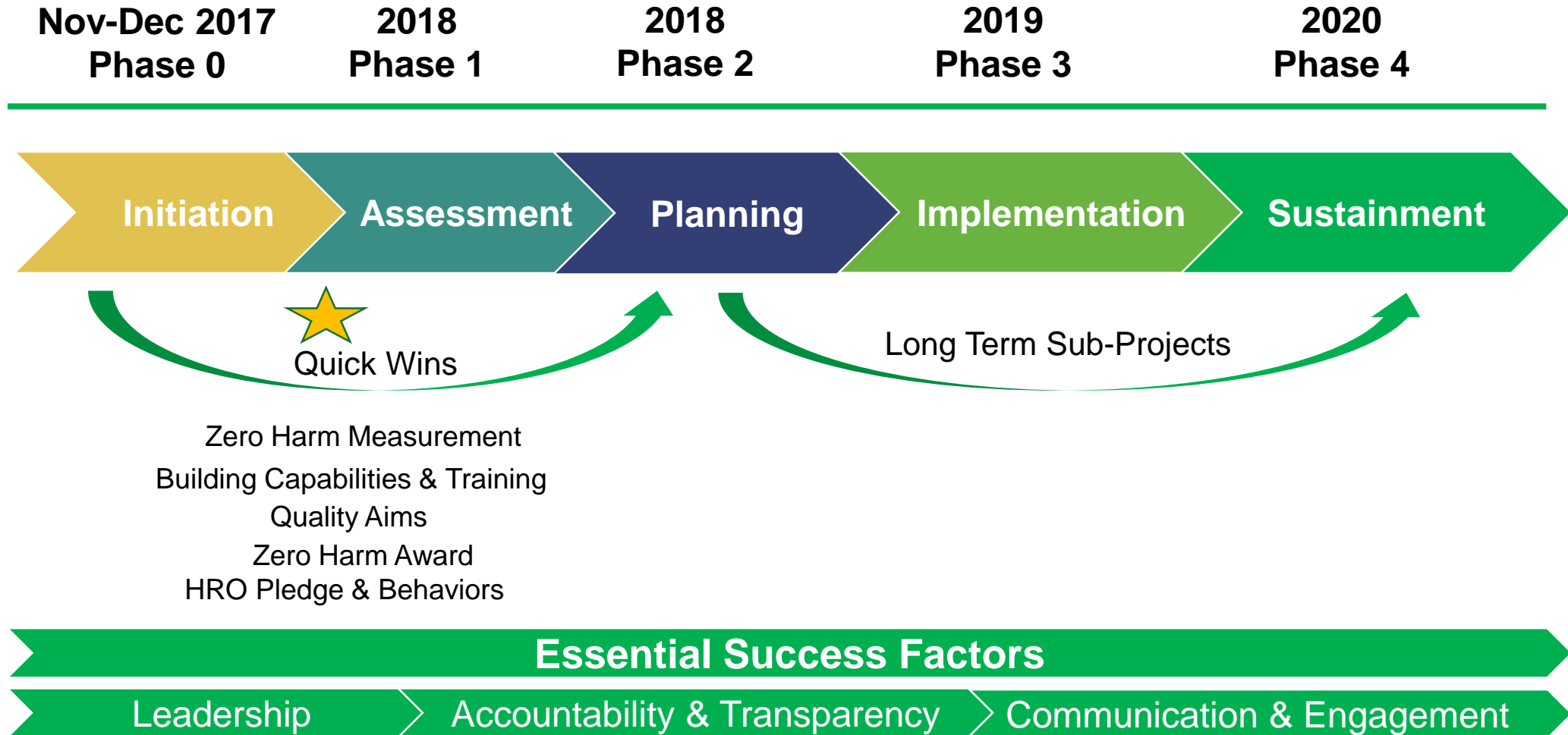
Common Pillars for Success



Eliminating Harm in Healthcare



KFSH&RC Journey to HRO



Guiding and Monitoring our Progress



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Safety

"Zero Preventable Harm"
Create safer care through achieving:

- **Zero** Hospital- Acquired Central Line Associated Blood Stream Infection (CLABSI)
- **Zero** Surgical Site Infections (SSI)
- **Zero** Hospital Acquired Pressure Injury Stage II or Above in All Inpatient Population
- **Zero** Falls with Injury or Death
- **Zero** Harm Related to Antithrombotic Medications



Efficiency & Timeliness

"Right Care at the Right Time"
Deliver efficient care through achieving :

- **Zero** Delay in Discharge Medications



Effectiveness

"Seamless Care"
Deliver effective care through achieving:

- **Zero** Incidence of Preventable Venous Thromboembolism (VTE) in All Inpatient Population



Person Centered Care

"All for One"
Transform KFSH&RC Patient's experience through achieving:

- Planetree Designation
- Engagement of Patients and Families in 80% of Quality Aims Initiatives



QUALITY
AIMS

Designed by Photo Graphics Department, Jan. 118-2

Moving Forward to Create Momentum



How we will support you in the months ahead

1. **Learning from Others:** We'll share learnings from experts and other organizations who went through the same journey .
2. **Quick Wins:** Launch and implement quick wins to demonstrate the path forward.

How you can help support zero harm and HRO

1. **Be A Champion:** Join us in raising awareness about HRO and Zero Harm with your colleagues and team.
2. **Make a Commitment:** Commit to continuous performance improvement and making safety your responsibility each and every day.