

# 15<sup>th</sup> Patient Safety Congress 2019

## Dubai, United Arab Emirates

## Do Healthcare Innovations Make Us Safer?

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# Learning Objectives

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- Explore Healthcare Innovation
- Recognize current Hospital Safety Controls
- History of Innovation
- Review – “Is this patient safe”
- Learning from RCA and M&M Outcomes

# Innovation in Healthcare

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**Innovation** - Denotes new, better, more effective ways of solving problems.

In a 2017 article in the European Medical Journal, the authors look at “What do we mean by Innovation in Healthcare?”

They state:-

“The World Health Organization (WHO) explains that ‘health innovation’ improves the efficiency, effectiveness, quality, sustainability, **safety**, and/or affordability of healthcare. This definition includes ‘new or improved’ health policies, practices, systems, products and technologies, services, and delivery methods that result in improved healthcare. “

And they go on to say that

“In theory, innovations in healthcare should yield scalable solutions and improvements in health policies, systems, products, technologies, services, and delivery methods, in order to improve treatment, diagnosis, education, outreach, prevention, research quality and delivery, and access to healthcare.”

# Innovation - The Implementation Of New/Significantly Improved Products, Services or Processes

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## Products



## Processes



TIME OUT!	
All personnel involved in procedure must agree before starting.	
<input type="checkbox"/> Correct patient	<input type="checkbox"/> Correct images are displayed if needed
<input type="checkbox"/> Correct side and site marked	<input type="checkbox"/> Correct equipment/supplies/implants
<input type="checkbox"/> Agreement on Procedure to be done	<input type="checkbox"/> Antibiotics administered as needed
<input type="checkbox"/> Correct Patient Position	<input type="checkbox"/> Fluids for irrigation
<input type="checkbox"/> Consent Verified	<input type="checkbox"/> Assessed precautions based on medication use or patient history
Signature HMO	Date/Time

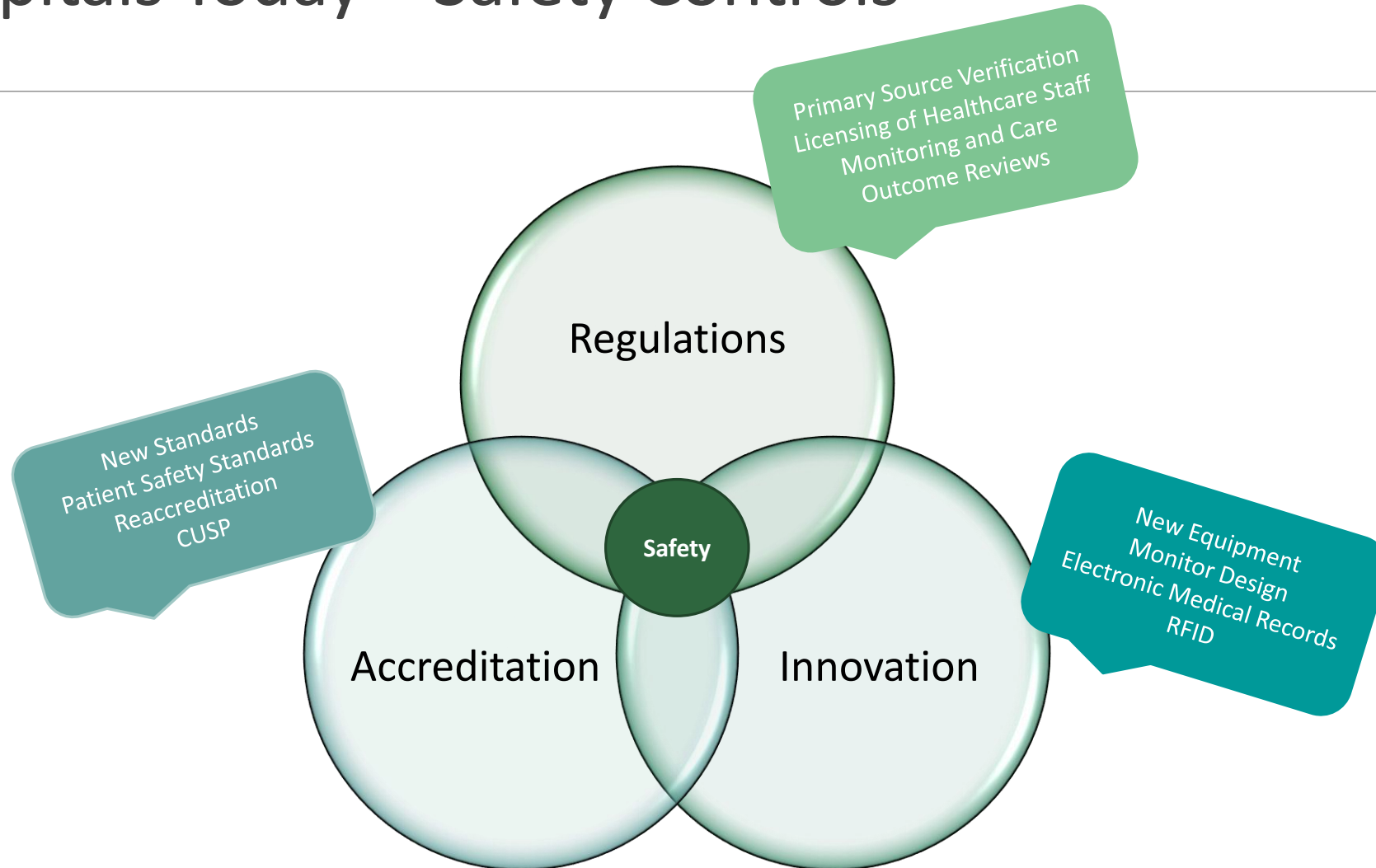


## Services



# In Hospitals Today – Safety Controls

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# History of Innovation in Healthcare

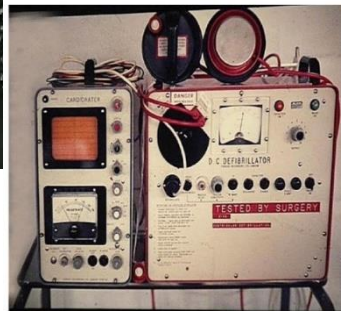
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Innovations can come in various forms, looking back over the decades in healthcare and even back to my days as a student nurse - healthcare has changed

CCM was first introduced in hospitals in the early 1960's, for heart rate and rhythm monitoring in coronary ICUs



1960's



An early defibrillator



1980 - 1990's



2019





# Explosion Of Innovative Designs

There are numerous published articles that state in the past several decades, thanks to improved diagnostic and therapeutic options, healthcare has experienced an explosion of innovations designed to improve life expectancy and quality of life. In addition there are Accreditation Bodies and Patient Safety Institutes also creating innovative processes to help keep our patients safe.



**Automate** Medication Dispensing Machine



**CUSP - Comprehensive Unit Based Safety Program**



**Panic/Critical Results Reporting Process**



*Do these Healthcare Innovations Make Us Safer?*

# Adverse and Sentinel Events

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How many adverse events are reported in hospitals daily?

- Hopefully the same amount that occur

How many Near Misses are reported in hospitals daily?

- Not nearly the same amount that occur – think how many times over your career you turned or found a monitor alarm turned off





# Is This Patient Safe?

Patient is in ICU

- 1:1 RN/Patient ratio
- Internist
- Ventilator/RT
- Labs
- Imaging
- Meds



# Innovations = Patient Is Safe

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No Not Necessarily – Many patients with this type of scenario have a negative care outcomes and could even die



Adverse/Sentinel Event

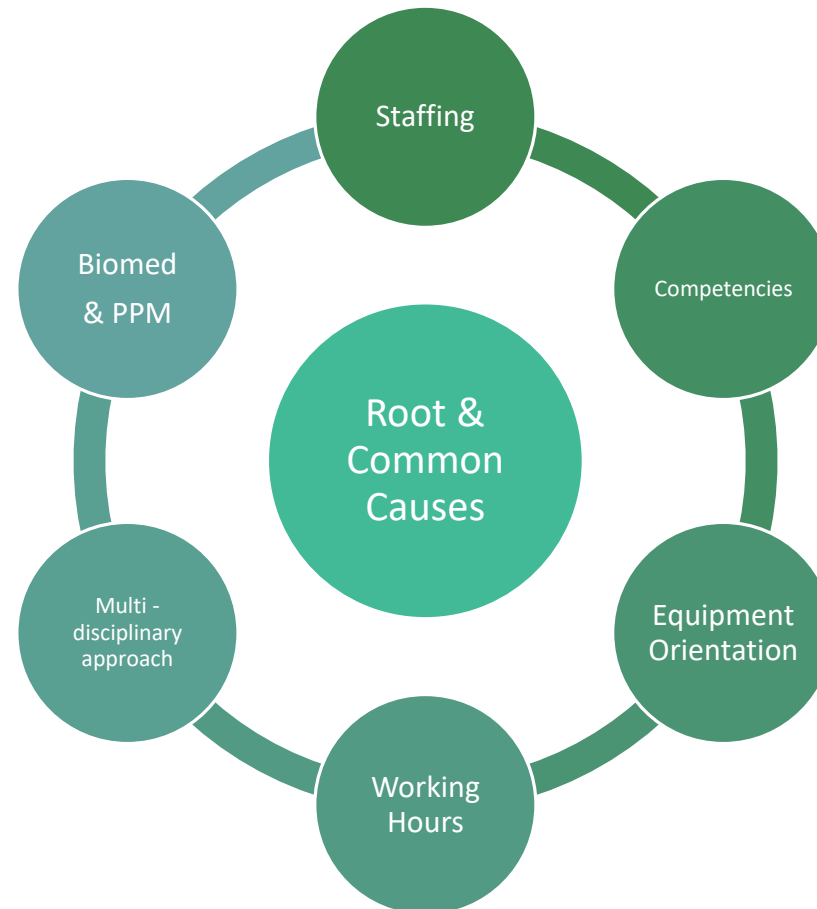
RCA/M&M Review

Lessons Learnt

# What have past RCA/M&M Reviews taught us?

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Indirectly RCA and M&M findings have taught us that our patient can be safe but not just by relying on the innovations of the current times but by organizations looking proactively at the “bigger picture” and taking the necessary steps to prevent situations they may, despite have adopting all new innovative (products, services, processes) put our patients in a situation where they are not safe.



# Parting Note

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*"Innovations will come and go, they will be technology, service or process related, but we must always remember that the innovation alone does not make our patient safe"*



# References

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1. Leighann Kimble, M. Rashad Massoud, What do we mean by Innovation in Healthcare? <https://www.emjreviews.com/innovations/article/what-do-we-mean-by-innovation-in-healthcare/> - September 2019
2. Mary Dixon-Woods, Rene Amalberti, Steve Goodman, Bo Bergman, Paul Glasziou, *Problems and promises of innovation: why healthcare needs to rethink its love/hate relationship with the new.* [https://qualitysafety.bmj.com/content/20/Suppl\\_1/i47](https://qualitysafety.bmj.com/content/20/Suppl_1/i47) - September 2019
3. Barbara C. Sorbello - Responding to a sentinel event - American Nurse Today. <https://www.americannursetoday.com/responding-to-a-sentinel-event/> - September 2019
4. [Amir A. Ghaferi](#), [Christopher G. Myers](#), [Kathleen M. Sutcliffe](#), [Peter Pronovost](#), The Next Wave of Hospital Innovation to Make Patients Safer Harvard Business Review. <https://hbr.org/2016/08/the-next-wave-of-hospital-innovation-to-make-patients-safer> - September 2019



*Thank you*

