## Making our Hospitals Safe Havens instead of

## **Danger Zones**

#### **Michael Ramsay MD, FRCA**

Chairman Department of Anesthesia Baylor University Medical Center President Baylor Research Institute Professor Texas A&M Health Science Center Clinical Professor UT Southwestern Medical School Board Member Patient Safety Movement Foundation



# **Learning Objectives**

- Describe the preventable causes of patient harm in our hospitals
- Explain how to access the best practices that have demonstrated reduced patient harm and suggest improvements if you can show proven evidence.
- Recognize the reasons that it takes a "Team Approach" to reduce patient harm. Everyone involved in the process of care must be committed to the same goal.
- Propose that everyone involved in patient care must become a leader in making "zero preventable harm" a reality in our hospitals



Patient Safety MOVEMENT

zero preventable deaths by 2020



# Who Are We? Patient Safety MOVEMENT

**Global Non-Profit (50 countries)** •



34



zero preventable deaths by 2020

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# Who Are We? Patient Safety MOVEMENT

 Create FREE resources for hospitals and patients Our solutions, APSS, are in 4710. hospitals in 46 countries







zero preventable deaths by 2020

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## **The Facts**

#### • Medical Errors:

- Are the cause of over **200,000** preventable patient deaths in U.S. hospitals each year and **4.8 Million** globally
- Are the **third-leading cause of death in the U.S.**, behind heart disease and cancer
- Are the **14th leading cause of death globally**, more than TB, Malaria and HIV combined.
- The impact of medical errors on healthcare in the United States, alone, is between **\$19.5 and \$958 billion per year**.

# What is a Medical Error?

- A preventable adverse effect of care
- An inaccurate diagnosis or treatment of disease, injury, syndrome, behavior, or infection.
- Infections acquired in the hospital
- Wrong dose, wrong medication, wrong patient.
- Poor hand-over communication

### CMS threatens to terminate Vanderbilt's Medicare contract after fatal medication error

Written by Ayla Ellison (Twitter | Google+) | November 29, 2018 | Print | Email



CMS has placed Nashville, Tenn.-based Vanderbilt University Medical Center on "immediate jeopardy" status and will terminate the hospital's <u>Medicare provider</u> agreement Dec. 9 unless the deficiencies are corrected.

During an unannounced on-site survey of Vanderbilt University Medical Center in November, CMS learned a patient died at the hospital in December 2017 due to a medication <u>error</u>.

According to an inspection report given to *Becker's Hospital Review* by CMS, the patient was suffering from hematoma of the brain, headache and other related symptoms when admitted to VUMC on Dec. 24, 2017. The patient was transferred to the hospital's radiology department Dec. 26 for a Positron Emission Tomography scan. While in radiology, the patient requested a drug to help ease anxiety due to being claustrophobic. The physician ordered 2 milligrams of Versed, a drug that is used to treat anxiety. However, a nurse administered 10 milligrams of Vecuronium, a neuromuscular blocking agent.

After the wrong medication was administered, the patient went into cardiac arrest and later died. The hospital failed to report the incident to the Tennessee <u>Department</u> of Health as mandated, according to the inspection report.

"The failure of the hospital to ensure all nurses followed medication administration policies and procedures resulted in a fatal medication error ... and placed all patients in a serious and immediate threat to their health and safety and placed them in immediate jeopardy for risk of serious injuries and/or death," states the inspection report.

CMS said VUMC failed to implement measures to mitigate risks of fatal medication errors after the patient's death.

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## Tyler Morning Telegraph

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# Houston hospital replaces leadership after blood transfusion mistake

HOUSTON (AP) Jan 16, 2019

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#### Spotlight



HOME / CIVIC / HEALTHCARE OF TOMORROW

## Medical Errors Are Third Leading Cause of Death in the U.S.

10 percent of U.S. deaths are due to preventable medical mistakes.



By Steve Sternberg, Senior Writer May 3, 2016, at 6:30 p.m.

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#### HOW YOU MOVE IS WHY WE'RE HERE.

#### MODERN MEDICINE

#### The third-leading cause of death in US most doctors don't want you to know about

- A recent Johns Hopkins study claims more than 250,000 people in the U.S. die every year from medical errors. Other reports claim the numbers to be as high as 440,000.
- Medical errors are the third-leading cause of death after heart disease and cancer.
- Advocates are fighting back, pushing for greater legislation for patient safety.

<u>Mirror</u>

News > UK News > Inquests

NEWS - POLITICS SPORT - FO

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## News

UK | World | Politics | Science | Education | Health

#### Baby died in dad's arm made FIVE major mista

Jorgie Stanton-Watts died at 23-months-old afte inquest heard



♠ News

Parents of six-year-old l sepsis exasperated as do responsible cleared to p





Dr Bawa-Garba's case has become a cause celebre for much ANSELL/PA The New York Eimes

11 Premature Babies Die in Less Than a Day in Tunisian Hospital, Sparking Outrage



The maternity ward at the Rabta hospital in Tunis, days after 11 babies died there in 24 hours. Fethi Belaid/Agence France-Presse — Getty Images

#### By Lilia Blaise



March 16, 2019







#### **A Commitment-based Approach**

- A fresh approach to old problems, without reinventing the wheel
- We strive to foster new efforts and build on existing patient safety programs through Commitments to ZERO



### **Our Network**

#### **1. Hospitals & Healthcare Organizations**

– Make a *Commitment* 

#### 2. Partners

- Sign the *Commitment to Action* letter

#### 3. Healthcare Technology Companies

- Sign the Open Data Pledge

#### 4. Patient & Family Advocates

- Share their *Patient Story* 

#### 5. Policy Makers

Increase awareness and promote patient safety Legislation



## **Select Committed Hospitals**





# **Committed Partners**

## Sign a Commitment to Action Letter:

- All of our Committed Partners take actions, both individualized and sustainable, and announce their support of the PSMF through signing the Commitment to Action Letter
- Signing a Commitment to Action Letter is a formal commitment to collaborate with the Patient Safety Movement to improve patient safety



May 6<sup>th</sup> 2018 Australian and New Zealand College of Anaesthetists

# **Healthcare Technology Companies**

## Sign the Open Data Pledge:

- "To this end, I pledge, to allow anyone who wants to improve patient safety, including medical technology companies and healthcare providers, to interface with our products to access the data that our products are purchased for, subject to all applicable privacy laws, without knowing interference or charge."
- Make product data more valuable through open Application Programming Interfaces (APIs)
  - Allows device or system data to be used more innovatively or effectively in combination with other products
  - Fosters a secondary marketplace for innovators to create patient safety data analytics and clinical decision support tools
  - Creates a foundation for future innovation

## Who is involved?

The following companies have pledged to make the physiological parameters displayed on their medical devices, subject to all applicable privacy laws, available to anyone or any entity that wants to use them to improve patient care and help reverse the tide of preventable patient deaths.



CEO

Jose Maria Olmo Millan

Distribution and Sales

President & CEO

Senior Vice President

# **Patient Family Advocates**

Share stories to inspire change

Participate in committees and workgroup

 Provide checklists and resources for patient safety education



## Stories of Preventable Medical Errors





### Nancy Conrad (wife of astronaut Charles "Pete" Conrad)

While motorcycling with friends in Ojai, California, Pete ran off the road and crashed. At the emergency room, staff first thought the 69-year-old's injuries were minor, but he died from internal bleeding about five hours later. He was buried with full honors at Arlington National Cemetery. Following the death of her husband, Nancy co-founded the Community Emergency Healthcare Initiative, designed to measurably affect preventable injury and death now occurring in emergency departments.

# **Stories of Preventable Medical Errors**



Watch Video 🔘



#### Lenore Alexander (mother of Leah Coufal)

Ten years ago, Lenore Alexander's healthy, 11-year-old daughter, Leah Coufal, underwent elective surgery to correct pectus carinatum at a prestigious Southern California hospital. Though the surgery went well, Lenore awoke at 2 a.m. on the second post-operative night to find Leah "dead in bed," a victim of undetected respiratory arrest, caused by the narcotics that were intended to ease her pain. If Leah had been monitored continuously after the surgery, staff would have been alerted and Leah would probably have been rescued. But ten years later, knowing that the standard of care remains unchanged, Lenore works to make continuous postoperative monitoring the law (Leah's Law) to help prevent other children suffering the same fate as Leah.

# Policymakers

- Demonstrate that the healthcare community will break away from the status quo to improve patient safety
- Help in assuring that metrics for counting lives saved can serve as a guide for regulators to benchmark national quality programs
- Develop commitments that are example quality programs which serve as a guide to regulators developing the next generation of more effective quality measures
- Demonstrate to other policymakers that hospitals can implement patient safety programs to help inform future health reform legislation

#### 6<sup>th</sup> Annual World Patient Safety, Science & Technology Summit











#### **WHO Director-General**

# "Together for a healthier world"

Dr Tedros Adhanom Ghebreyesus Patient Safet





#### Sir Liam Donaldson FRCS(Ed) FRCP FRCP(Ed) FMedSci FRCA



**Chief Medical Officer for England** In office 1 January 1998 - 31 May 2010 Sir Kenneth Calman Preceded by Succeeded by **Dame Sally Davies** Chair of the World Alliance for Patient Safety Incumbent

> **Assumed office** 2004



## Doctors who make 'honest mistakes' will get MORE support, vows Jeremy Hunt

DOCTORS and nurses who make "honest mistakes" will get more support so lessons can be learned without fear of court action, Jeremy Hunt has promised. The Right Honourable Jeremy Hunt MP



Secretary of State for Health and Social Care Health (2012-2018)

#### Incumbent

Assumed office 4 September 2012

Prime Minister David Cameron Theresa May

Preceded by Andre

Andrew Lansley

Secretary of State for Culture, Olympics, Media and Sport

> In office 12 May 2010 – 4 September 2012

# tient Safety over the NT

## Patient Safety MOVEMENT

zero preventable deaths by 2020

: PRESENTING SPONSOR :



ZOLL



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# Leadership's Role

# Create a High Reliability Organization

- •Culture of Safety
- Nonpunitive Environment
- Accountability
- Standardization
- Hardwiring Safety

## **Baylor Scott & White Health Care System**



# Hospitals and Healthcare Organizations

Make a Commitment:

- Implement Actionable Patient Safety Solutions (APSS) developed collaboratively by the PSMF's workgroups or your own novel solution to an existing patient safety challenge unique to your organization
- Introduce metrics to existing patient safety programs to better quantify the total number of lives saved

## Actionable Patient Safety Solutions (APSS)

• In January 2016, we reported 1600 hospitals had joined the PSMF and saved over 24,643 lives annually.

 The Patient Safety Movement, through its interdisciplinary workgroups, has developed sixteen <u>Actionable Patient Safety Solutions (APSS)</u> which are rapidly-implementable best practices that will allow hospitals to meaningfully address the leading causes of preventable death.

## **Actionable Patient Solutions (APSS)**



## Impact to Date

**Hospitals Committed to ZERO** 





## Impact to Date

Healthcare Technology Pledges





## **Declines in Hospital-Acquired Conditions**

National efforts to reduce hospital-acquired conditions such as adverse drug events and injuries from falls helped prevent 20,500 deaths and saved \$7.7 billion between 2014 and 2017.



\*CAUTI - Catheter-Associated Urinary Tract Infections

+CLABSI - Central Line-Associated Bloodstream Infections

\*\*The percent change numbers are compared to the 2014 measured baseline for HACs.

Source: AHRQ National Scorecard on Hospital-Acquired Conditions Updated Baseline Rates and Preliminary Results 2014-2017

## Impact to Date

Lives Saved Annually by Hospitals\*

![](_page_38_Figure_2.jpeg)

\*Numbers are based on self-reported data provided by hospitals

![](_page_38_Picture_4.jpeg)

#### Memorial Hermann Adult ICU CLABSI Do No Harm Central Line-Associated Blood Stream Infections

![](_page_39_Figure_1.jpeg)

William States and William B.

### "Dead in Bed"

Dr. Ramsay,

Please forgive me for being so bold. I found your name in a news report on the local news. My husband died following a successful laminectomy. After one hour in a PACU he was placed on a low risk medical surgical floor. He was on IV PCA hydromorphone. He was not monitored. He was not checked on after his initial admission until pain management came to adjust his medication nearly 2 hours later. He was dead.

They coded him for 3 hours in attempt to resuscitate him. The cause of death was listed as respiratory depression less than 3 hours, bradycardia less than 3 hours and hypotension less than 3 hours.

I am telling you my story in hopes you can head me in the right direction. I have an attorney who tells me it is not the standard of care so there is no one who will stand with me and be Toms voice. He should not be dead. I learned from this report that you are a patient safety advocate. My hope is that the local hospitals take the risk of respiratory depression with the use of opioids drugs seriously

I know this is out of the ordinary but I would be appreciative for any advice.

Sincerely,

# Background

- Patients receiving opioids in the hospital have almost twice the incidence of cardiac arrest compared to other patients
- Appropriate opioid use is safe for most patients, however, improper monitoring can lead to opioid-induced respiratory depression
- Goal: provide solutions to reduce postoperative opioidinduced respiratory depression
- Estimated 5,000 deaths a year in the USA from prescribed opioids in hospitals<sup>1.</sup>

1. Frank Overdyk et al, PLoS One. 2018; 13(3): e0194553.

# Action: Protocols for Opioid Treatment

- Assess pain management protocols and standardized order sets
- Create standard transfer protocols from surgery to ICU to postoperative general floor unit.
- Use a tapering protocol for opioid and/or combination of opioids with sedatives
- Avoid use of opioids where possible
- Store naloxone in every Code Blue crash cart

# Action: Continuous Electronic Monitoring

- Continuous oxygenation and/or respiratory monitoring with pulse oximetry (i.e., SET technology)
- Use a remote notification system with an alarm to notify the care provider
- Use a system of alarm escalation if the nurse does not respond promptly
- Set RR, PR and SpO2 alarms to reduce alarm fatigue
- Use continuous ventilation monitoring

# Action: Rapid Response Team Protocols

- Use a protocol to start a rapid response call for postoperative respiratory depression
- Allow families to ask the nurse to activate the rapid response system
- Use proactive rounding on high-risk patients by nurses with critical care training

## Non-invasive Monitoring: The time is Now!

- Major Advances in Technology
- Fewer Complications
- Less Accuracy but Good Precision
- Less Cost mostly
- Portability
- Ease of Use
- Data transmitted wirelessly to caregivers smart phone

## Continuous Postoperative Electronic Monitoring and the Will to Require It.

RK Stoelting Anesth Analg 2015;121:579-81

"A monitor would have saved my child's life. All that stands between us and universal postoperative monitoring, is the will to use it"

-Lenore Alexander

## "Failure To Rescue" Should Be A Never Event

## Seguridad del Paciente

![](_page_48_Picture_1.jpeg)

![](_page_48_Picture_2.jpeg)

## "No Patient Shall Be Harmed By Opioid-Induced Respiratory Depression"

[Proceedings of "Essential Monitoring Strategies to Detect Clinically Significant Drug-Induced Respiratory Depression in the Postoperative Period" Conference]

Matthew B. Weinger, MD, and Lorri A. Lee, MD, for the Anesthesia Patient Safety Foundation

The APSF believes that clinically significant, drug-induced respiratory depression in the postoperative period remains a serious patient safety risk that continues to be associated with significant morbidity and mortality since it was first addressed by  If "Yes" to electronic monitoring, who should be monitored (inclusively or selectively) and what monitors/ technology should be utilized?

Dr. Stoelting opened the conference by asserting that continuous electronic monitoring of oxygenation and/or ventilation may allow for more rapid diagnosis and prevention of drug-induced, postoperative They implored the group to enact changes immediately that would prevent such future tragedies.

Dr. Matthew B. Weinger, professor of Anesthesiology at Vanderbilt University, showed multiple studies that provide evidence for frequent use of naloxone for postoperative opioid-induced respiratory depression. He stated that the literature

## **APSF Recommends:**

"Electronic monitoring of all hospitalized adult patients receiving postoperative opioids for pain management"

"Patients should be monitored with continuous pulse oximetry with data transmitted wirelessly to a qualified health care professional"

"Incorporation of a monitor of ventilation if supplemental oxygen is needed to maintain an acceptable SpO<sub>2</sub>"

![](_page_50_Picture_1.jpeg)

# NEWSLETTER

ABP

(...) 🝳 🧲

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THE OFFICIAL JOURNAL OF THE ANESTHESIA PATIENT SAFETY FOUNDATION

irculation 122,210 • Volume 33, No. 2 • October 2018 PDF

#### Articles

APSF Highlights 12 Perioperative Patient Safety Priorities for 2018

## Early Warning Systems: "Found Dead In Bed" Should Be A Never Event

Bradford D. Winters, MD, PhD, FCCM

![](_page_50_Picture_9.jpeg)

![](_page_51_Picture_0.jpeg)

#### International Journal of Psychophysiology

Volume 89, Issue 3, September 2013, Pages 297-304

Psychophysiology in Australasia - ASP conference - November 28-30 2012

![](_page_51_Picture_3.jpeg)

Smartphone-enabled pulse rate variability: An alternative methodology for the collection of heart rate variability in psychophysiological research \*

James A.J. Heathers 📥 · 🗠

![](_page_51_Picture_6.jpeg)

![](_page_51_Picture_7.jpeg)

![](_page_51_Picture_8.jpeg)

J Clin Monit Comput (2017) 31:253–259 DOI 10.1007/s10877-016-9925-6

![](_page_52_Picture_1.jpeg)

**REVIEW PAPER** 

# A sneak peek into digital innovations and wearable sensors for cardiac monitoring

Frederic Michard<sup>1</sup>

Received: 10 May 2016/Accepted: 16 August 2016/Published online: 26 August 2016 © Springer Science+Business Media Dordrecht 2016 Fig. 1 The digital and wireless cardiac patient. *Apps* digital applications, *SMS* text message, *HR* heart rate, *HRV* heart rate variability, *RR* respiratory rate, *PAP* pulmonary artery pressure, *PWTT* pulse wave transit time, *iBP* intermittent blood pressure, *cBP* continuous blood pressure, *SpO*<sub>2</sub> arterial oxygen saturation

![](_page_53_Figure_2.jpeg)

# Conclusion

- Remote Surveillance Systems provide meaningful patient alerts
- In settings of pre-, intra, and postoperative continuum, patient care may benefit from such systems
- Artificial Intelligence can learn to predict which patient is getting in to trouble and alert the caregivers

The automotive industry saved thousands of lives annually by adding warning buzzers to use seat belts

NN

Healthcare settings need automated alerts for clinicians to prevent harm to patients

NE

# "No Patient Found dead in Bed"

- No patient in our hospital should be found dead in bed
- Our hospitals should be the safest place in the world to be when you are sick
- Every patient should have a noninvasive monitor wirelessly connected to the smart phone of the nurse

![](_page_56_Figure_4.jpeg)

![](_page_56_Picture_5.jpeg)

## Our Ask

- **ADVOCATE** for yourself; "**SPEAK UP**!"
- ADVOCATE for your loved ones. "SPEAK UP!"
- **USE** resources that can help you including
  - PSMF Folders, **PatientAider** a download APP
- **SHARE** these resources with those who can benefit from them.
- **GIVE** us your ideas for changes or new resources.

![](_page_58_Picture_0.jpeg)

Inil T-Mobile Wi-Fi    10:10 PM   PatientAider   Init Airways and Ventilators   Breathing Help   Anemia   Anemia & Blood Transfusions   Bleeding After Birth   Postpartum Hemorrhage   Blood Clots   Venous Thromboembolism (VTE)   Discharge Plan   Before Leaving the Hospital   Drug Errors   Medication Errors in Hospitals   Falls   Most Common Hospital Event	_
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Infant Heart Disease	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

![](_page_58_Picture_2.jpeg)

#### Airways and Ventilators

When a patient can't breathe, or needs help breathing an artificial airway is put in. This process is called intubation. The airway is attached to a ventilator (breathing machine).<sup>4</sup>

There are 2 kinds of artificial airways:

- An endotracheal tube is placed in the windpipe (trachea) by going through the mouth or nose.
- A tracheostomy tube is connected to a surgical hole in the neck.<sup>4</sup>

Monitors measure the heart rate, breathing rate, blood pressure and oxygen level. It is recommended that the exhaled carbon dioxide Our hospitals should be the "Safe Havens" when you are sick NOT Danger Zones!

# How can you contact the PSMF?

Website: <u>http://patientsafetymovement.org/</u>

Ariana Longley:ariana.longley@patientsafetymovement.orgVP of the PSMF

**Register**: <u>http://patientsafetymovement.org/login-register/</u>

![](_page_61_Picture_0.jpeg)

![](_page_62_Picture_0.jpeg)

- 1. Fu ES, Downs JB, Schweiger JW, *et al.* Supplemental oxygen impairs detection of hypoventilation by pulse oximetry. Chest. 2004 Nov; 126(5): 1552-1558.
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