

PARTNERING FOR A NEW LEVEL OF CARE

*U.S. Department of Defense*

# Patient Safety Program

## 2010 TeamSTEPPS<sup>®</sup> Collaborative

Department of Defense (DoD) Session

Heidi King, MS, FACHE  
Deputy Director, DoD Patient Safety Program

1 June 2010



# Administrative Items



- Introductions
- Agenda Review
  - Handouts
  - Forms
- Logistics



# Objectives of DoD Session



- Offer wisdom to DoD Patient Safety Solutions Center (PSSC) to advance teamwork principles for the purpose of improving patient safety
  
- Strengthen relationships in the DoD Patient Safety community through networking
  
- Share wisdom through dialogue
  
- Think critically and share success stories



- **Jack Smith, MD, MMM**
  - **Acting Deputy Assistant Secretary of Defense for Clinical and Program Policy in the Office of the Assistant Secretary of Defense for Health Affairs**
  - **Acting Chief Medical Officer for the TRICARE Management Activity**

# DoD Patient Safety Program and the MHS Quadruple Aim

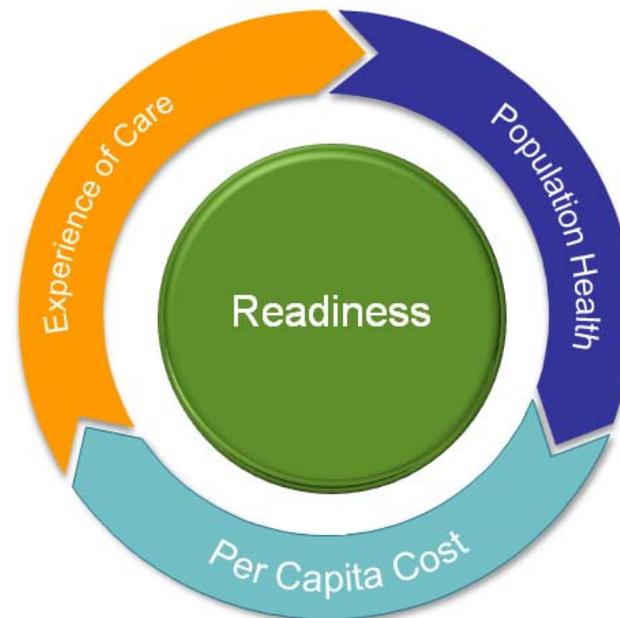


## Readiness

Ensuring that the total military force is medically ready to deploy and that the medical force is ready to deliver health care anytime, anywhere in support of the full range of military operations, including humanitarian missions.

## Experience of Care

Providing a care experience that is patient and family centered, compassionate, convenient, equitable, safe and always of the highest quality.



## Population Health

Improving the health of a population by encouraging healthy behaviors and reducing the likelihood of illness through focused prevention and the development of increased resilience.

## Per Capita Cost

Creating value by focusing on quality, eliminating waste, and reducing unwarranted variation; considering the total cost of care over time, not just the cost of an individual health care activity.

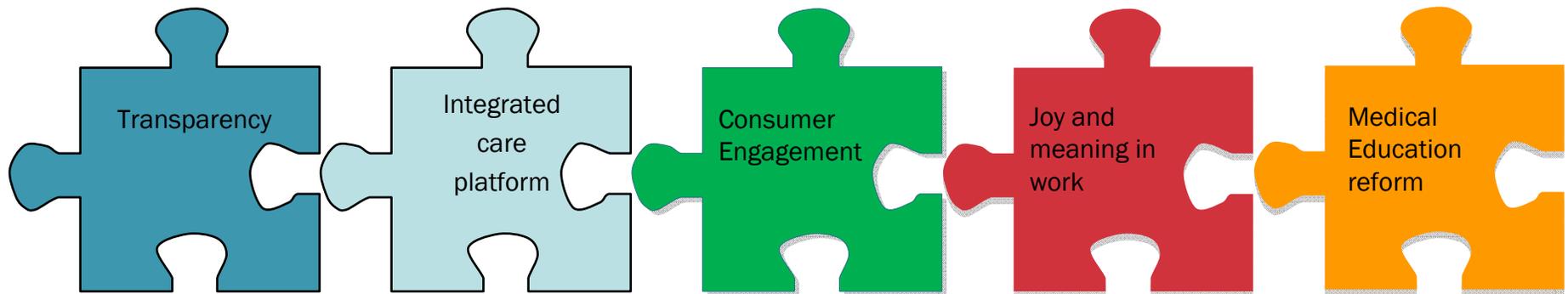


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  - **Deputy Director, DoD Patient Safety Program**
  - **Director, DoD Patient Safety Solutions Center (PSSC)**

# Start With a Vision: Transformation



*“We envision a culture that is open, transparent, supportive, and committed to learning; where doctors, nurses, and all health workers treat each other and their patients competently and with respect; where the patient's interest is always paramount; and where patients and families are fully engaged in their care.”*



**Transformation is an integrated process.**

Lucian L. Leape, et al. "Transforming Healthcare: A Safety Imperative." *Quality and Safety in Healthcare* Volume 18, Issue 6 (2009): 424-428

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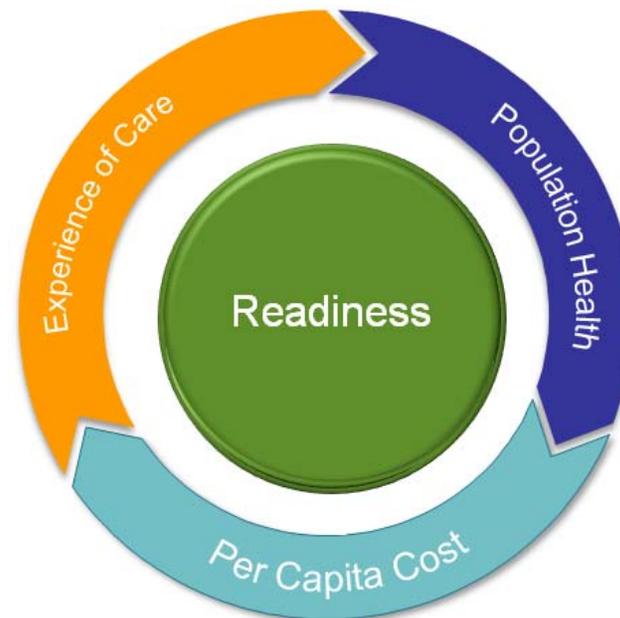


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# MHS Strategic Plan



The MHS published a new strategic plan in summer 2008

## The MHS Four Mission Elements:

### MHS Mission

Our team provides optimal Health Services in support of our nation's military mission—anytime, anywhere.

### MHS Vision Statement

- ▶ The provider of premier care for our warriors and their families
- ▶ An integrated team ready to go in harm's way to meet our nation's challenges at home or abroad
- ▶ A leader in health education, training, research and technology
- ▶ A bridge to peace through humanitarian support
- ▶ A nationally recognized leader in prevention and health promotion



# Strategic Priorities: Where does Patient Safety fit?



## MHS Strategic Priorities 2008-2010

1. Enhance warrior care –
2. Build a bridge to peace –
3. Promote patient choice and accountability –
4. Communicate MHS value, and build an interactive community –
5. Deliver information to people so they can make better decisions -
6. Continuously improve quality and value -
7. Support and develop our people -
8. Strengthen medical education and research
9. Improve governance by aligning authority and accountability
10. Create healing environments

## Strategic Priorities

Promote patient choice and accountability, promote healthy communities and demonstrate MHS commitment to safety and quality outcomes

Communicate MHS value, and build an interactive community to improve clinical quality, performance and integration

## Patient Safety Initiatives

▶ Deploy a web-based Patient Safety Reporting System (PSR)

▶ Deploy the AHRQ-developed, web-based Patient Safety Culture Survey to all MHS fixed facilities

▶ Champion the TeamSTEPPS® Communication Campaign across the MHS direct care system

**Note: These are examples;  
many more exist...**

# Partnering for a New Level of Care



- ❑ A New Level of Patient Safety
- ❑ All members of the Healthcare Team have a positive impact
- ❑ Teamwork plays a vital role
- ❑ Existing tools and resources available to ensure ***“one team, one vision of safety, one patient at a time”***





## ***Partnering for a New Level of Care***

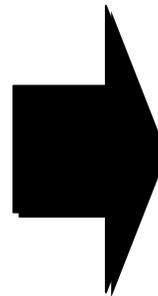
***What resources are available?***

# DoD Patient Safety: Moving to a greater partnership



## Begin Partnerships

- Enable local patient safety champions (Patient Safety Managers and change teams) to identify, prevent, and address errors to enhance patient safety at the DoD facility level
- Provide centralized resources, activities, and initiatives for local patient safety champions to promote patient safety



## Advance Partnerships

- Create more interactive forums where local champions can quickly learn from one another
- Establish relationships between errors and potential solutions
- Help local champions prioritize patient safety activities/initiatives

# You Spoke...We Listened

## 2009 Collaborative: Your input and PSSC Solutions



### Leadership

*Top-down involvement*  
*Top-down support*  
*Accountability*

### Tools

*Simulation and debriefs*  
*Implementation*  
*Measurement*  
*Technology*

### Networking

*Lessons Learned*  
*Success Stories*  
*Emerging Practice*

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Patient Safety Program



- ✓ Commanders Forum
- ✓ Professional Conduct (Disruptive Behavior)

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Patient Safety Program



- ✓ MTPAT
- ✓ TEA
- ✓ PSLC
- ✓ Updated Action Plan
- ✓ Simulation Workshop
- ✓ Evaluation Toolkit

U.S. Department of Defense  
Patient Safety Program



- ✓ Learning Action Networks
- ✓ Webinars

# DoD Patient Safety Team Resource Centers



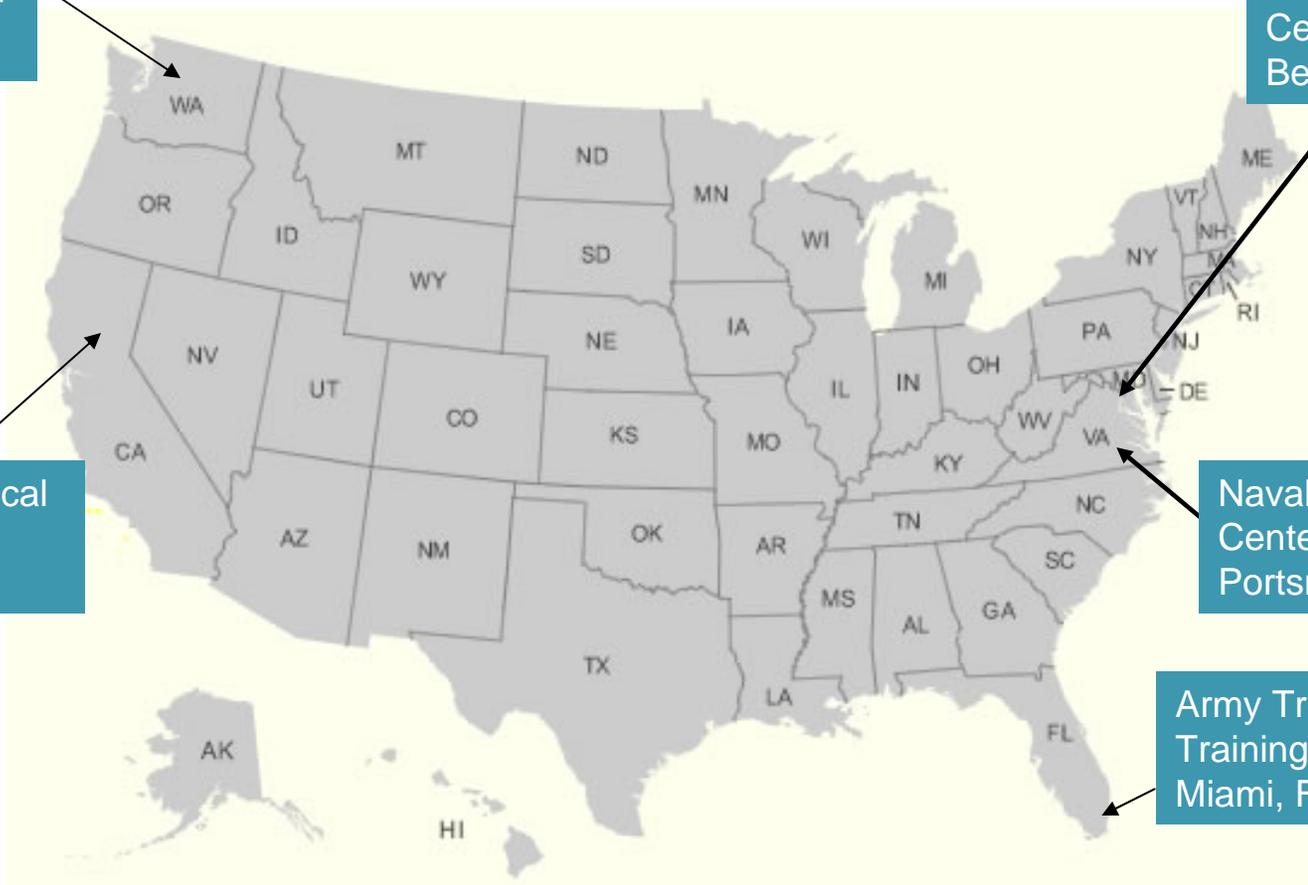
Western  
Region,  
Madigan Army  
Medical Center  
Tacoma, WA

National Capital  
Area Medical  
Simulation  
Center  
Bethesda, MD

David Grant Medical  
Center  
Travis AFB, CA

Naval Medical  
Center  
Portsmouth, VA

Army Trauma  
Training Center  
Miami, FL



# Patient Safety Communication Toolbox



<http://health.mil/dodpatientsafety>



source - U.S. Department of Defense (Air Force)

Secure connection



DOD information sharing forum

Public Web site



Webinars



Newsletters



Promotional materials



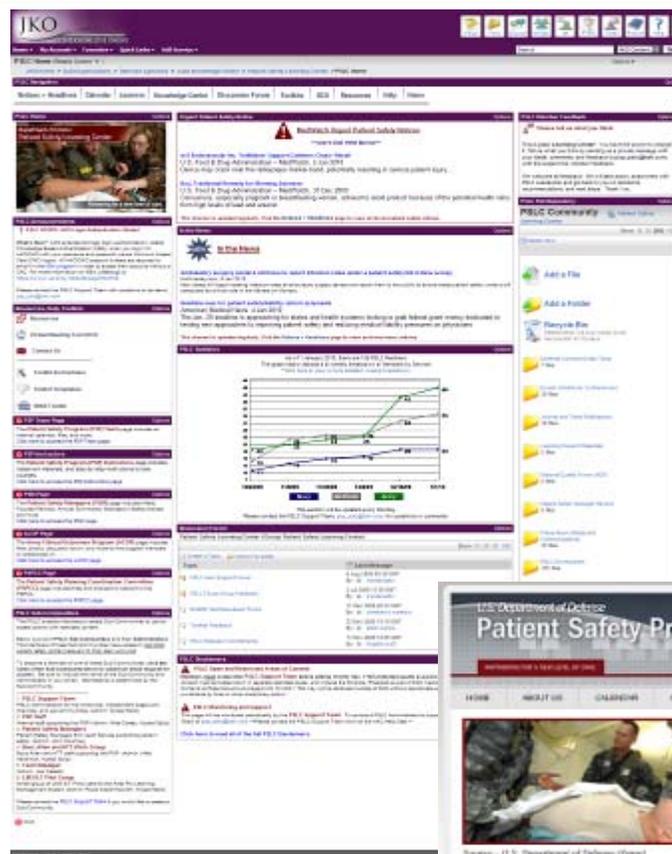
Event reporting analysis

# DoD Patient Safety Learning Center



## Share knowledge in a secure online portal for Tri-Service collaboration

- Online discussion forums
- DoD patient safety information
- Lessons learned from RCAs
- Calendar of learning events and activities
- Virtual meeting tools
- Training materials, toolkits, and resources
- Specialty communities



Register for and login at  
<http://health.mil/dodpatientsafety>



# Building our External Partnerships



## PSP Partners: Federal and DoD Organizations



## PSP Partners: Private/Non-Federal Organizations



## Who do you collaborate with?

- Where can you build and improve your patient safety partnerships?



***Our commitment to the partnership –  
to ensure each team has the best we have to give,  
every team, every patient!***

***On behalf of your team – to what improvement can you commit  
every team, every time?***

***What will it take for your teams to soar?***



## Contact Information

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*Partnering for a new level of care...*