



## **CQM NEWSLETTER**

**Special Edition: RRC Safety Communication Bundle** 

Implementing the Safety Communication Bundle
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The DHA Patient Safety Program is excited to share more information about the Ready Reliable Care Safety Communication Bundle (RRC SCB) resources, designed to standardize six measurable practices to improve patient safety in the Military Health System. Our resources – available this FY22 Q1 – will help you to: implement the 6 Safety Communication Bundle practices, distribute job aids, track progress, measure practice compliance, submit quarterly data, and participate in quarterly Safety Forums.

Ready Reliable Care describes all Military Health System (MHS) efforts to become a high reliability organization (HRO). An HRO strives for zero preventable harm and promotes continuous learning and improvement, despite operating in complex or high-risk environments. To achieve these goals, leaders at all levels must foster an atmosphere of mutual trust and respect, empowering staff members to identify and express safety concerns, mitigate risk, and appropriately resolve situations that can lead to patient safety events, as well as workforce burnout.

Through its focus on early identification and mitigation of safety concerns, the RRC Safety Communication Bundle supports these efforts, providing the means for leaders, providers, and staff to promote safety and quality of care, as well as staff well-being and team resilience.

### **SCB HIGHLIGHTS**

\* CAC-enabled link

**SCB Introductory Video** 

**SCB Information Portal** \*

SCB Six Practices \*

**SCB Webinar** 

**SCB Micro-Learning** \*

### \*\*COMING SOON\*\*



SCB officially launches with publication of:

- Surgical and Procedural Patient Safety Practices (DHA-PI 6025.44)
- Ready Reliable Care Safety
   Communication Bundle (DHA-PI 6025.45)

NOVEMBER 2021 VOLUME 2, ISSUE 1

# Ready Reliable Care (RRC) Safety Communication Bundle





### Standardize 6 Measurable Practices to Improve Patient Safety

1 Leader Daily Safety Briefs

Leaders at all levels identify and discuss issues that have occurred or are likely to occur.

Safety Leadership Rounds (WalkRounds™)

Leaders conduct informal conversations with staff about safety issues, including factors related to patient safety and staff well-being.

**Unit-Based Huddles** 

Multi-disciplinary teams huddle at the beginning of the day, shift, or event of care to review the plan and resources, address questions, elevate issues to leadership, and reduce burnout factors.

I-PASS

Illness Severity, Patient Summary, Action List, Situational Awareness and Contingency Planning, Synthesis by Receiver.

During each handoff, systematically share the I-PASS information.

Surgical Briefs and Debriefs

- Before surgery, work as a team to review the plan.
- After the surgery, review the case and team actions, then discuss opportunities for improvement.
- Universal Protocol
  - Check that you have the right person, procedure, and site.
  - Mark the surgical site.
  - Conduct a time-out before the surgery starts.



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- Patient Summary
- Action List
- Situation Awareness & **Contingency Planning**
- Synthesis by Receiver



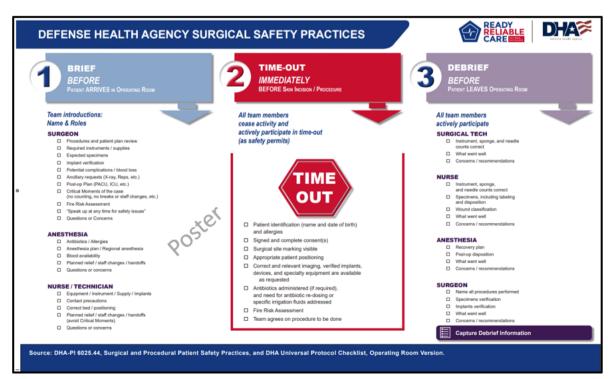
#### Safety Communication Bundle

- 1. Leader Daily Safety Briefs
- 2. Safety Leadership Rounds
- 3. Unit-Based Huddles
- 4. I-PASS
- 5. Surgical Briefs & Debriefs
- 6. Universal Protocol

- These SCB products were sent to parent MTFs for distribution to area MTFs.
- Digital files will be available to MTFs in O2.







The Safety Communication Bundle (SCB) Information Portal was established to provide patient safety professionals a centralized location to obtain policy documents, implementation guides, roll-out plans, webinars, micro-learning videos, information sheets and other resources that will help guide the Safety Communication Bundle implementation process.

### Click the link below to access the portal.

https://go.usa.gov/xea8|

(CAC-enabled link)



### **Safety Communication Bundle** Information Portal



Welcome to the one-stop-shop for all resources related to the Ready Reliable Care Safety Communication Bundle (SCB), a set of six standardized communication practices as outlined in DHA Procedural Instruction 6025.45.

#### **IMPLEMENTATION TOOLS**

Input and analyze your data; track your facility's progress.

**Enter Quarterly Data** 



Input your facility's quarterly implementation data.

Access Data Input Tool

**Use Tracers and Trackers** 



Access tracers and trackers for implementation.

Access Tracers & Trackers

**Ask Questions: Find Answers** 



View FAQs, submit questions, & connect with SCB coaches.

Access the FAQs



Click video to play

### LEARNING RESOURCES

View videos, webinars, job aids, and other resources for all six SCB practices.

**Procedural Instructions &** Implementation Guidance

Overview of SCB Initiative

1. Leader Daily Safety Brief

4. I-PASS

2. Safety Leadership Rounds

5. Surgical Brief / Debrief

3. Unit-Based Huddle

6. Universal Protocol

#### PATIENT SAFETY LINKS

#### DOD LINKS

**DoD Patient Safety Program** 

High Reliability Network (Ready Reliable Care)

Ready Reliable Care Communication & Education Resources

Patient Safety Learning Center - Home Page

### DOD LINKS (CONT.)

**DoD Patient Safety Culture Survey** 

**Patient Safety Initiatives** 

Patient Safety Calendar

Patient Safety Products (including I-PASS posters & badge cards; Surgical and Procedural Safety posters)

#### **EXTERNAL LINKS**

Institute for Healthcare Improvement

**National Quality Forum** 

The Joint Commission

**National Patient Safety Goals**