



WHITE
PAPER



Proven Web-based Tool Highlights Patient Safety Vulnerabilities

Easy Collection and Analysis of Real-time Event Data Drive Safety Improvements

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Healthcare providers want to make healthcare safer, but how to implement positive changes in patient safety is often informed by data that is months old. “Yesterday’s” data is no way to tackle today’s patient safety issues! It is inefficient and ineffective. Finding the way to accelerate the decision making process can have a strong and sustainable positive impact on patient care and patient safety... it also has a positive impact on cost savings and staff utilization.

Moses Cone Health System in Greensboro, NC found that through their use of a web-based data collection, notification, and analytical tool they were able to spot trends and patterns across their healthcare system that needed to be addressed to benefit patient care. They chose the innovative **Healthcare SafetyZone® Portal** to achieve these results. The Portal gets data into the hands of the right people quickly and can trigger a response that helps reduce adverse events and improve organizational efficiency.

The key to reaching these goals is finding the right system to meet the organization’s needs. Moses Cone sought a data management system that was consistent with their information management strategy, and that had a simple and intuitive user interface. It also needed to be web-based for access across their system of care, and flexible to accommodate their ability to collect data from a number of facilities and various event types across their various locations. Moses Cone chose to pilot the **Healthcare SafetyZone® Portal** in 2004 to test these criteria and gauge the potential improvements that could be made, and staff have used the Portal across their inpatient and outpatient facilities ever since.

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Over time they have expanded the types of data collected in the Portal from event data to quality markers, to tracking needed for the Nursing Magnet certification, to nursing staff allocation and utilization, and to managing employee safety/worker's compensation claims.

The following is one example of how this powerful data collection and analytical tool empowered staff to work with administration and create positive change. This is a story of how data placed in the hands of intelligent and caring people at the point of care can spur intervention and enhance safety.

In one of the units at the Moses Cone Health System, the in-room Code Blue buttons were located near the patient's headboards. Although seemingly a good, intuitive location to place an emergency call button, it was often hit by mistake, creating false Code Blue alarms and serious disruptions on the floor. The nursing staff took the initiative to use the Portal to track the number of times the button was accidentally hit, and to describe the safety implications it caused. After reviewing the data, management approved moving the button to a new location in the patients' rooms. By empowering staff and helping them identify and quantify the problem, the Portal enabled improvements in patient safety, gained staff efficiency and enhanced quality of care.

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As Cheryl Koob, Director, Risk Management for Moses Cone, states, "through the SafetyZone Portal, the nurses were able to track the number of false alarms in a given time period and justify the Code Blue button location change. The Portal turned a series of anecdotal events into hard numbers that we could use in our decision-making."

Key take aways from this short case study are how the organization's leadership set the conditions for change and how the staff rose to the occasion to enhance care and improve efficiency when they had real-time data that demonstrated that change was needed. These data are essential to creating awareness of problem areas and to sustain change actions once implemented. The Moses Cone leadership acted on their belief that data drives change ... and proceeded to find the right tool for their organization.

The **Healthcare SafetyZone® Portal** is multifunctional and easily personalized to address specific areas of potential concern. It wires members of the healthcare team into a functional group ready to tackle issues as they arise ... instead of waiting for an issue to hit their desk. The Portal is used by more than 300 different types of facilities from large healthcare systems to critical access hospitals, and from multi-site clinical laboratories to individual office practices. We'd enjoy sharing some of their stories with you too!

Moses Cone Health System, is a five hospital healthcare system in Greensboro, NC. The **Healthcare SafetyZone® Portal** is a product of Clarity Group, Inc. in Chicago, IL.

To learn more about the Portal and other products and services of Clarity Group you are invited to visit our website at www.claritygrp.com.

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