Using Rounding to Support the SAFER Matrix

Ensuring Patient Safety through Compliance

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CHAPTER ONE

The Basics

The Basics

Understanding the Impact of the SAFER Matrix

The SAFER Matrix is a transformative approach for identifying and communicating risk levels associated with deficiencies cited during rounds or surveys. The SAFER Matrix replaced the scoring methodology which has a direct impact on Elements of Performance. The term SAFER represents:

- **S**: Survey
- **A**: Analysis
- **F**: For
- **E**: Evaluating
- **R**: Risk

Hospitals should round or survey, analyze the results and evaluate the risk from the results or data according to the matrix. As the risk evaluation level rises, the placement moves to the highest risk level in the upper right.

Example of the Joint Commission SAFER Matrix

	LIMITED	PATTERN	WIDESPREAD
Immediate Threat to Life			
HIGH			CTS.02.01.03 EP 1 EC.02.03.03 EP 5
MODERATE		CTS.03.01.03 EP 3 EC.02.01.01 EP 3 MM.03.01.01. EP 2	HR.02.01.03 EP 3,14 IC.03.01.01 EP 3 RI.01.06.05 EP 1
LOW		CTS.04.03.33 EP 3 IM.02.02.01 EP 3 LD.04.03.09 EP 5	

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CHAPTER TWO

Preparation: Deficiencies on the Matrix

Preparation

Deficiencies on the Matrix

Deficiencies are placed on the matrix based on the likelihood that the issue or requirement for improvement (RFI) will harm patients, staff, and or visitors. In addition, it takes into account the scope which measures whether or not it is limited in scope, patterned, or widespread. Breaking down the axis on the matrix can help organization's understand where a deficiency might appear.

Prepare with Mock Audits and Surveys using your **Rounding** Solution.

HARM

LOW: Harm could occur but it would be rare.

MODERATE: Harm could occur on occasion.
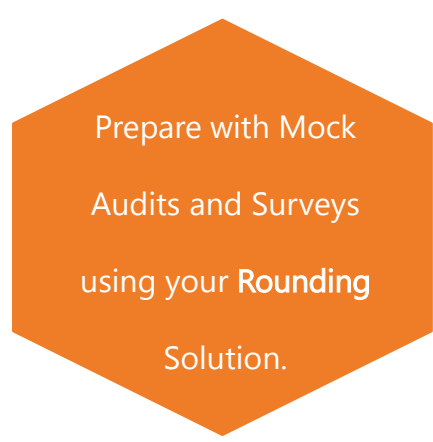
HIGH: The likelihood that harm could happen is great.

SCOPE

LIMITED: The issue has the potential to impact a few number of patients, visitors, and staff.

PATTERN: The potential to impact more than just a limited number of patients, visitors, and staff.

WIDESPREAD: The potential can be detrimental to most of the patients, staff, and visitors.

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CHAPTER THREE

Preparation: Handling Corrective Action

Preparation

Handling Corrective Action

Corrective Action is an important step in the regulatory process. Issues that are identified must be corrected. SAFER Matrix indicates that each deficient item that appears on the matrix is given a single timeframe of 60 days for corrective action.

There are specific follow-up activities required within that 60 day plan. Surveyors return to check the frequency at which the issue is continuing to occur and what corrective actions are in place.

How can **rounding** help ensure your organization is ready for this visit as well as future visits?

- **Rounding** will ensure the corrective action does not just fix the issue at hand but will also address the root cause.

- **Rounding** minimizes the likelihood of future occurrences and its appearance on the matrix.

- **Rounding** also helps to identify any barriers that may occur during corrective action to handle quickly and swiftly.

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CHAPTER FOUR

Preparation:
The Role of Escalations

Preparation

The Role of Escalations

60 days is not a significant amount of time to take corrective action as well as implement a plan for process improvement. This means that an organization needs to work quickly and swiftly.

Notifications and Escalations help support this process. Using the notifications and escalations built into your rounding solution, the appropriate personnel as well as managers are in constant communication ensuring the corrective action occurs in the required timeframe.

In addition to helping to ensure corrective action for SAFER Matrix is in place, notifications and escalations provide for a better user experience for caregivers will reducing call volume, turnaround time for resolution, and labor cost.

It has been proven Rounding reduces resolution time from **90** to **20** days.

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CHAPTER FIVE

Summary

Understanding and practicing is the key in preparation.

Remember…. Practice Makes Perfect

> *Using SentactRounding we have increased compliance from 90% to 98% in 90 days.*

Interested in Improving Your Compliance Rates

Using Sentact**Rounding**, manager can easily track compliance with rounding criteria, save time performing rounds, and resolve issues with automated workflow.

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