



Better Outcomes For Him... National Recognition For The People Who Care For Him

The Miami Children's Hospital Patient Safety Improvement Program with LifeWings Garners National Award from *Training Magazine*

For Miami Children's Hospital (MCH), winning awards is standard operating procedure. But its latest award, which acknowledges its outstanding training program on a national level, is an important affirmation of the remarkable results they have achieved from their comprehensive patient safety initiative.

MCH was founded in 1950 and provides dedicated pediatric care in more than 130 sub specialties through its 650 attending physicians.

But this year, for the first time, MCH has been ranked in the top five of the 125 companies selected for the **2012 Training Top 125**—*Training* magazine's report on excellence in training and employee development. Miami Children's Hospital pediatric subspecialty programs have been selected among the nation's best by U.S. News and World Report since 2008 and the exceptional care at Miami Children's Hospital has garnered it the designation of Magnet facility

by the American Nurses Credentialing Center (ANCC).

The best organizations in the U.S. compete for high rankings in this report by providing information on their programs and results. In 2011, when MCH received an excellent ranking of 14—higher than Intel, FedEx Express, and McDonald's—the competitive field included medians of \$1.2B in revenues and 6,000 employees.

Special Recognition for Remarkable Results

In addition to the top-five award, MCH also received special recognition for its patient safety/CRM initiative with the report's special designation of Outstanding Achievement Award This exceptional designation specifically recognized the success of MCH's LifeWings CRM program.

Maryann Duva, Risk Manager and Program Manager for LifeWings at MCH, emphasized the hospital leadership's excitement about these awards, "We found out a few weeks ago that we made it to the top five this year. This is huge for us."

MCH began LifeWings training in 2008 with their OR department. Even though the hospital had an excellent track record, its leaders wanted to go further and eliminate the potential for any potential near misses. They engaged LifeWings, training for almost 200 of their OR team, and report zero near misses since then.

The improvement team at the hospital was so impressed with the results in the OR that they dedicated Maryann Duva and two others to travel to LifeWings

to learn how to implement the program in other departments. To date the hospital has implemented the LifeWings program fully in 19 departments with over 1800 staff and physicians. The program is built into the hospital's orientation program for new-hires and will be fully conducted for 300 more staff in 2012.

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More Work Planned

To ensure the continued improvements from the program, the hospital is rolling out significant, systemic changes that will ensure better patient safety for decades. One example of the program's sustainability is how the hospital is pioneering the inclusion of the LifeWings Hardwired Safety Tools™. They are working towards

implementing these 260 safety tools; checklists, debriefs etc., and they will eventually be hardwired into the hospital's electronic medical records program. Ms. Duva explained, "When a clinician is performing a procedure and entering it into the patient's record, there will be a link directly to the safety tool. This will ensure the consistent availability of these tools across the hospital." Additionally, many departments have made huddles and debriefs standard procedures, whereas prior to LifeWings, they were performed intermittently and informally.

What Makes Such a Sweeping Initiative A Success?

Ms. Duva cites the commitment from the staff and physicians, as well as the mandatory reporting requirement as the keys to the LifeWings program success. She explained, "Departments that received the LifeWings training have to measure the results of the program and report their outcome to the steering committee. This makes them accountable for monitoring the implementation and ensuring staff compliance."

The cardiac department's results were so impressive—92% of the staff reported a safer department since implementation—that they have been invited to present their experience at the Children's Hospital of Philadelphia, Cardiology Conference this year.

In addition to the national recognition, the program's success has received rewards internal to MCH and will be a significant part of their Magnet re-certification from ANCC.

Rather than resting on its success, MCH is continuing its work toward excellence with more internal programs based on the LifeWings program planned for 2012 and beyond. The next step is branding the LifeWings name at Miami Children's Hospital. A contest is currently in progress.

Partners with Purpose

LifeWings, located in Collierville, TN, was founded in 2005 with the sole mission of helping health care providers improve safety with the proven teamwork, safety tools, and communications methodologies used successfully in high-reliability industries. Their leaders, experts in health care and aviation, were the pioneers in effectively adapting tools

proven in the aviation world to the health care setting.

Their program succeeds where others have failed because they require their clients to measure results and have a plan for sustainability. They teach clients how to create safer cultures and teach future employees the methods, so the improvements are systemic, not one-time quick fixes. As a result of industry-wide recognition of the LifeWings program, their team has helped providers nationwide improve service delivery, patient survey scores, and employee satisfaction. Providers that employ the methods in LifeWings programs also reduce exposure to malpractice and loss of reimbursement due to errors.



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