

# Quality & Safety: Our First Priority

Providing safe and high quality healthcare to our patients is the priority focus of Olean General Hospital. We are pleased to share with you information regarding several 2018 quality and patient safety initiatives and accomplishments that help assure that each and every patient receives the very best patient care.

**Daily Safety Huddles:** In early 2018 the hospital instituted daily mandatory leadership “huddles” to discuss safety issues. These safety huddles, which take just 10-15 minutes, allow hospital managers to develop situational awareness – a collective understanding of the state of operations – and report and anticipate patient safety events such as falls, medication errors, and delays in care. Safety problems and concerns that were previously unknown or unresolved are now surfaced and addressed in a significantly more timely and efficient manner. Each manager reports on any significant safety, quality, and service events that have occurred within the past 24 hours and highlights issues that may arise in the next 24. Importantly, safety huddles are not problem solving sessions; problem solving occurs among managers after the huddles. Managers are encouraged to bring in front-line associates such as nurses, therapists, and pharmacists. This helps disseminate the hospital’s safety culture and exposes front line employees to the high level of attention that these issues are receiving throughout the organization.

**No Pass Zones:** The “No Pass Zone” concept was developed as a patient experience initiative to provide quick and effective responses to patients’ needs. While call lights and alarms have traditionally been viewed as signals for nursing staff to assist patients, this program highlights the fact that everyone within the hospital – from registration staff to the CEO – is responsible for attending to patient needs when walking through patient care units. Non clinical staff members have been instructed on patient needs that are appropriate for their involvement such as opening and closing blinds or moving a bed side table closer to patients. Other requests may require the assistance of clinical staff.

**Simulation Mannequins:** The introduction of computerized simulation mannequins in 2018 represents a new era of clinical training capability at the hospital. Clinical training for most hospitals has traditionally relied upon learning from actual patients, even for invasive procedures and life threatening situations. With the introduction of this new technology, hospital staff members can now learn necessary skills on other than actual patients. The mannequins can be programmed to simulate multiple clinical conditions and experiences. Training relative to cardiac monitoring, airway management, stroke and cardiac events, medical assessments and numerous other clinical skills is provided with the simulator. Simulation training has emerged as a key component of the patient safety movement and is increasingly recognized as the “gold standard” in clinical skill improvement. The simulation mannequin is housed in a simulation laboratory within the hospital and is utilized by clinical staff from throughout the hospital.

**Commit to Sit:** The introduction of the “Commit to Sit” program at the hospital highlights the expectation that all hospital staff members are to sit at the head of our patients’ beds adjacent to patients while communicating with our patients about their care. The opportunity to sit with patients, rather than standing, helps to underscore the respect and dignity of those we serve. The program also enhances the communication process between patient and caregiver and as a result can prompt such things as improved medication compliance, patient understanding, and overall health outcomes.

**Mission Lifeline Award:** For the second consecutive year, the hospital was awarded the Mission Lifeline Silver Plus Award by the American Heart Association for excellence relative to cardiac care and the treatment of heart attacks. The award signifies the hospital’s adherence to evidence based clinical guidelines and standards of performance in the treatment of heart attacks and the provision of emergency procedures to re-establish blood flow in occluded coronary arteries.

The initiatives and accomplishments noted above are just a sample of work and effort undertaken in 2018 to enhance patient care, quality and safety. We are extremely proud of the work of our employees and physicians to assure that each and every one of our patients receives the very best care.



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Olean General Hospital  
A Kaleida Health Facility