TARGET ZERO: A PATIENT SAFETY INITIATIVE

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Problem Statement:
With 440,000 deaths annually in the US from preventable hospital errors, there are areas of healthcare that require focus, attention to detail, and the comfort in holding each other accountable for providing guidance when potentially unsafe behaviors are witnessed. Akron General Health System is not exempt.

Project Description (methods, procedures, approach):
In 2015, Akron General Health System began its Target Zero Initiative. Staff were introduced to the concept of Target Zero in their yearly mandatory education modules. The modules described what Target Zero was and the safety and communication skills that they can use which can impact patient safety. Through our education, we asked caregivers to complete a pre-test prior to taking the electronic Target Zero module providing a baseline of knowledge. Upon completion of the Target Zero module, Staff then completed a posttest having the same questions as the pre-test, thus providing a second mark of data exemplifying retention of information. Health System leaders who had already received education on Target Zero and safety skills made up a training team. The team developed system wide safety expectations for all providers and employees. In February, the Target Zero Training Team began working with all caregivers face to face in a skills fair arena reinforcing how to utilize the Target Zero Safety Expectations. Thereafter, caregivers completed a post-post-test, providing a third mark of data exemplifying retention of information. As a continuation of our patient safety initiative, leaders are employing skills of rounding to influence, 5:1 feedback, encouragement to report all near misses and occurrences, and always beginning each huddle or meeting with a patient safety moment.

Results:
Akron General Health System caregivers and support staff are now beginning to speak the same language having the patient’s safety in the forefront. Through the Target Zero Training, all voices have been heard regarding questions and recommendations in making the organization a better and safer environment for patients and employees.

Conclusions (including lessons learned and next steps):
System wide education for all staff and provides is a good investment of time and resources to improve patient safety. Our organization will complete the Target Zero Skills Fair in 6 months when the next post-test is distributed to all employees, providing the fourth and final mark of data exemplifying retention of information. As a lesson learned, our Target Zero Training Team focused all efforts in launching the Target Zero Initiative that our longevity plan is now currently being discussed. A possible lesson learned is if the longevity plans were created prior to the face to face education, caregivers and support staff would be more engaged knowing that the Target Zero Patient Safety Initiative is a permanent piece in obtaining and sustaining zero harm within our culture. Data from the pre and post tests will be used to validate the success of using a skills fair approach to providing this type of education. Outcomes will be shared through publication.