

Leveraging Technology to Deliver on the Patient Safety Promise

DESCRIPTION

A patient safety centric culture is built on a foundation of transparency and trust. Care givers must know that they have the ability to speak up about risks to patients, and report defects without fear of retribution. Despite widespread attention to the importance of establishing a patient safety culture, healthcare organizations often struggle to achieve it. What lessons can we learn about optimizing organizational culture from Virginia Mason Medical, Rhode Island Hospital and other healthcare quality leaders? And how do we tap into decades of learning at Toyota, GE, Motorola, and other manufacturing quality leaders? Participants will examine their own work environment, and identify barriers and pathways to building a strong patient safety culture. In addition, discuss whether or not technology provides a better patient experience and improved outcomes, at an overall lower cost. Attendees will review case studies, including how e MAR impacts the safety of medication administration, and how a shared, common medication profile between a care facility and pharmacy impacts operating efficiencies and patient safety. This presentation will provide insight into how to ensure your technology investment does more than just buy the latest and greatest gadget.

LEARNING OBJECTIVES

1. Identify routines or organizational habits that lead to a patient safety centric culture.
2. Outline those patterns, behaviors, and cultural norms that act as road blocks to open communication and threaten patient safety.
3. Understand how technology investments can improve outcomes and patient safety and how to maximize ROI with those investments.