

“You Have Our Permission: Keeping Our Kids Safe”

Children’s National Medical Center

Mary Anne Hilliard, RN, JD

Executive Vice President, Chief Legal Officer

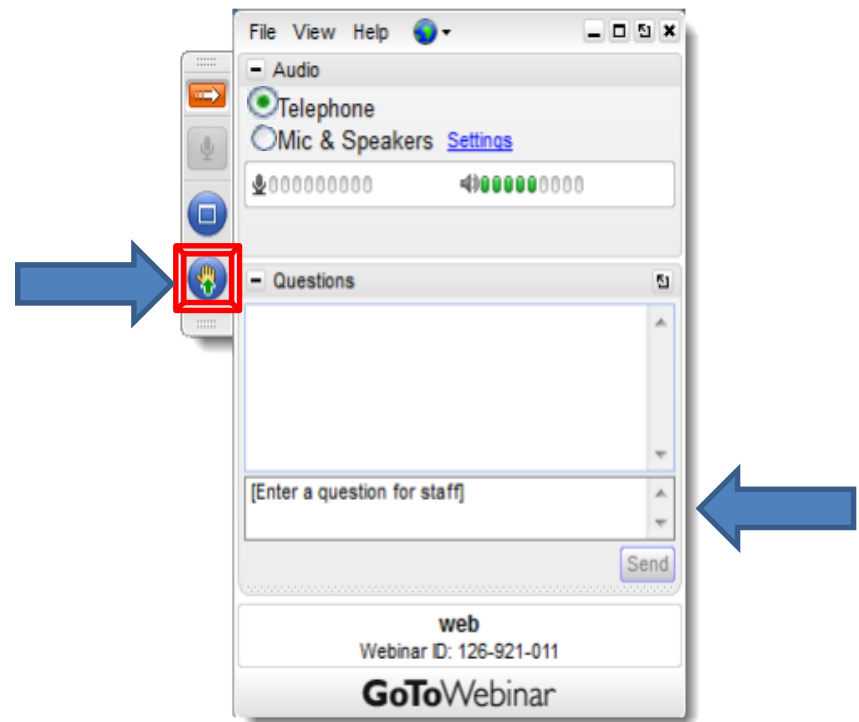
Dr. Rahul Shah, MD, MBA

Vice President, Chief Quality and Safety Officer

Housekeeping

- Slides were sent this morning
- Webinar is being recorded
- Please use the “telephone” option
 - Audio pin prompt
- All participants are muted
- Engage!
 - Raise your hand
 - Type in a question/comment
- Feedback survey will launch at completion of the webinar

- **Grab Tab:** From the Grab Tab, you can hide the Control Panel, mute yourself (if you have been unmuted by the organizer), view the webinar in full screen and raise your hand.
- **Audio Pane:** Use the Audio pane to switch between Telephone and Mic & Speakers.
- **Questions Pane:** Ask questions for the staff.





Children's National™

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Rahul K. Shah, MD, MBA

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Objectives

- Discuss our strategies to engage employees
- Discuss the “wins”
- Understand the barriers to implementation

Children's National Health System

- 323 Beds
- Level 1 Trauma Center; Level IV NICU
- 2 Emergency Departments
- 7 Regional Outpatient Centers
- 7 Primary Care Health Centers
- CP&A, 12
- DC School Health Nurses
- 21,000 Discharges
- 17,000 Surgical Procedures
- 455,000 Outpatient Visits

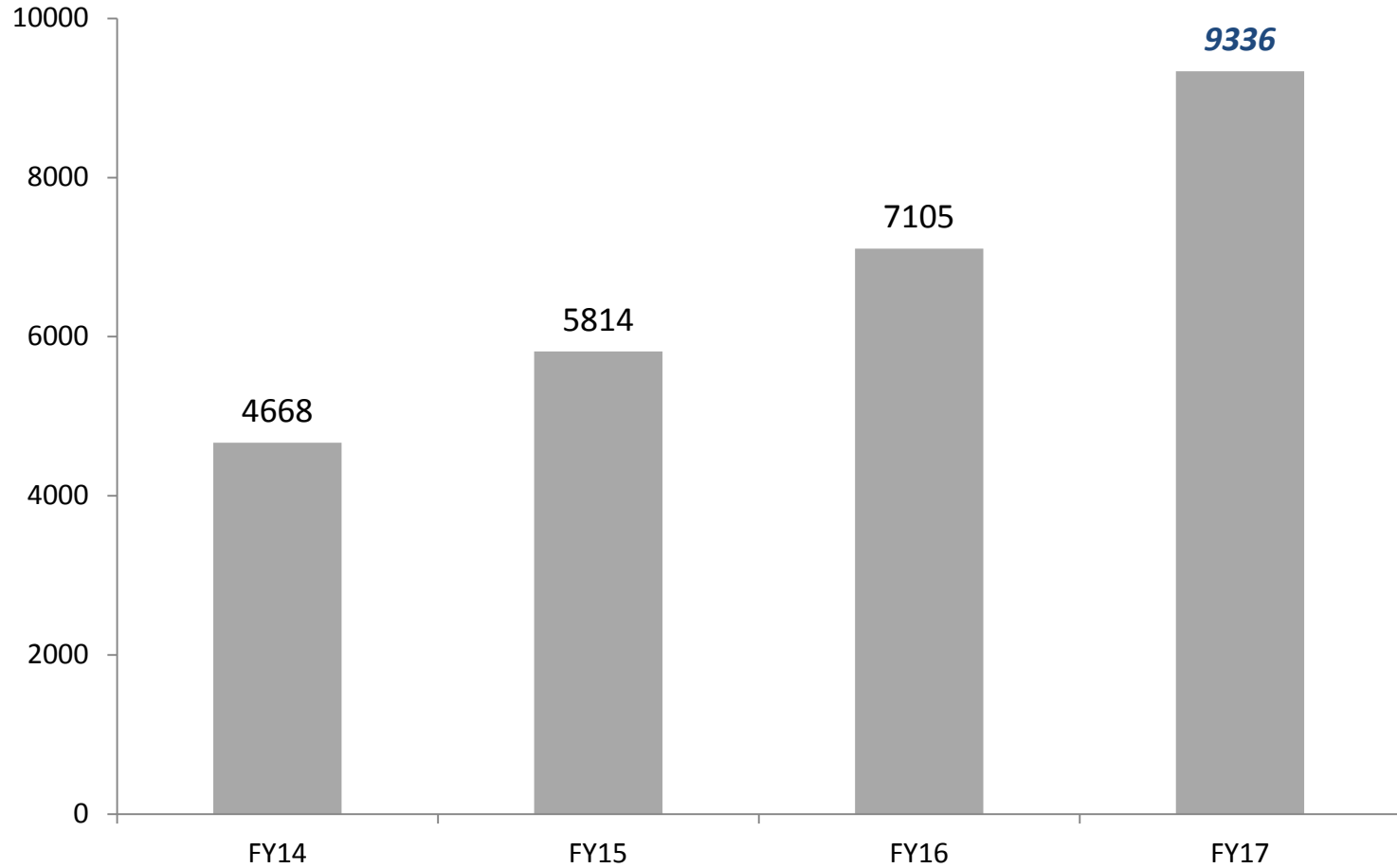




Melissa Winter
Executive Director of Service Excellence

one

Incident Report Trends



Safety Culture Survey: Department Name

zero in on zero harm

Survey data

Overall Score Response Rate

Next Steps

- Develop local improvement plan
(Submit to SafetyCulture@childrensnational.org by 12/1/16)
- Engage team to implement plan
- Implement/monitor interventions



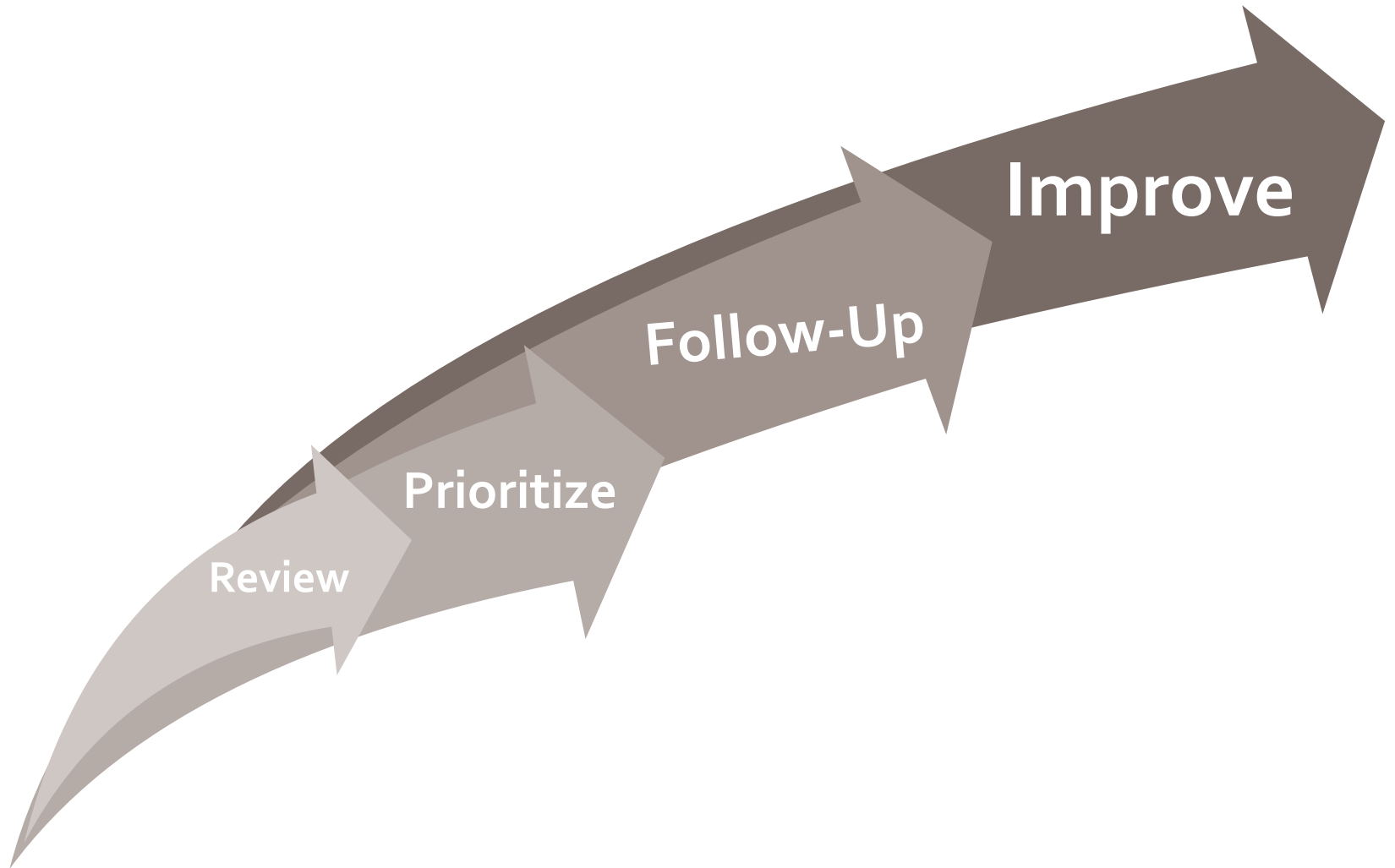
Highest Scoring Items

Opportunities for Improvement

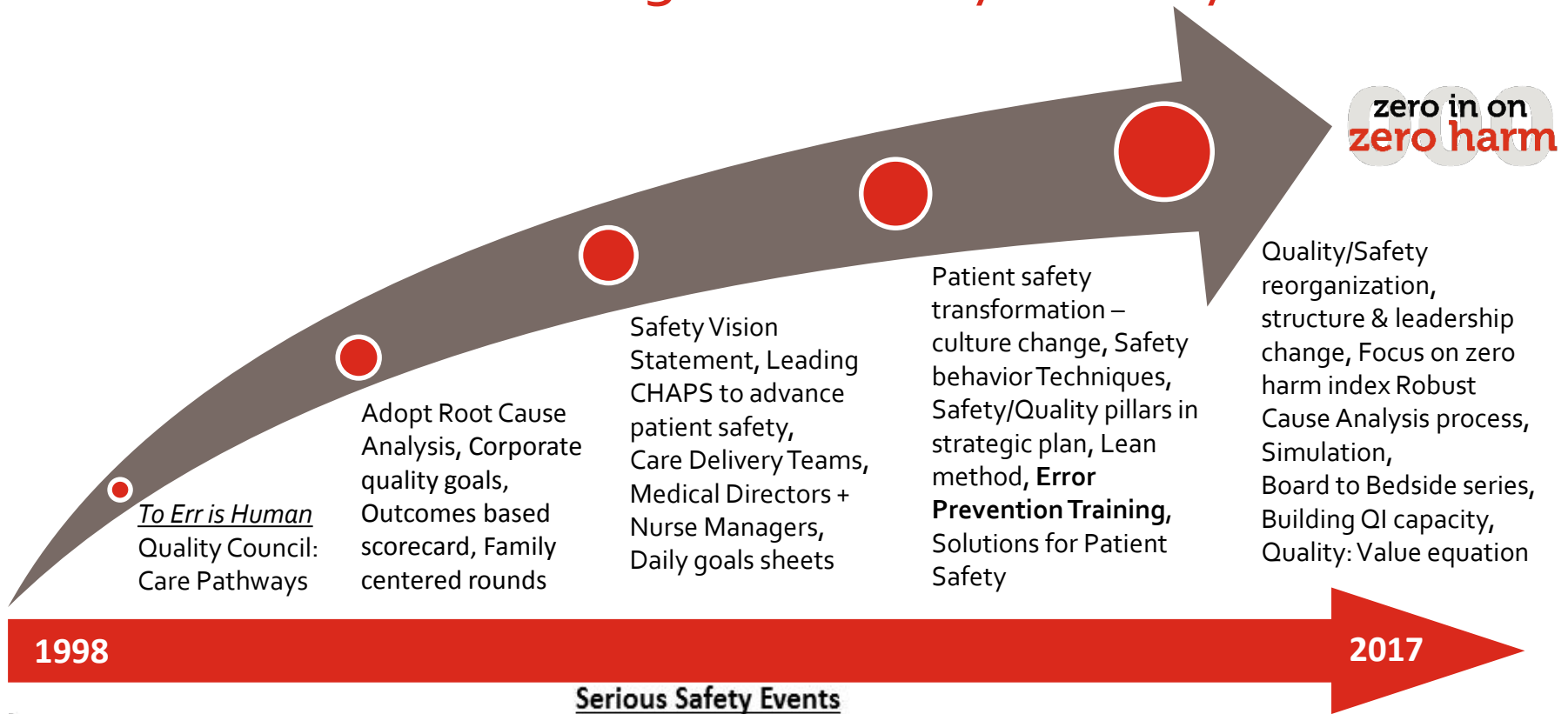
Feedback Session Priority Concerns

Improvement Ideas

Reporting: What Happens Next?



Children's National High Reliability Journey



Serious Safety Events



Questions??