



Patient Safety Leadership Awards

Sponsored by the National Business Group on Health and the VHA Foundation

Invited Organizations

Each year, health care systems across the United States are invited to apply. A review panel representing large employers, consumers, clinicians and patient safety experts will judge entrants on the criteria described below.

Applicants

Applicants will be asked to address the following:

Board and Senior Leadership actions and policies are results-oriented.

- All Board members receive initial and ongoing training on patient safety and quality improvement, including at least one session on current safety metrics and evidence of effective practices for improving safety.
- Board devotes at least 25% of its meeting agenda to safety and quality issues.
- Board and leadership have established a culture committed to full disclosure, apology, support and resolution for patients and families; this may be demonstrated by hospital policies and practices as well as by Board meetings attended by patients or families who have experienced harm.
- Board has established a connection between the patient safety agenda and executive performance review/compensation; senior executive compensation is based in part on safety and quality performance.
- Board completes an external evaluation with recognized expert input (other than JCAHO) on its effectiveness in improving patient safety and quality.
- CEO demonstrates a personal commitment to promoting patient safety.

Alignment of patient safety goals extends to all levels of the organization.

- Hospital culture supports safety at every level, including front-line staff, supervisors and managers as demonstrated by results of patient safety culture surveys (e.g., the AHRQ tool).

Metrics are designed to drive change.

- Sentinel events are reported to the Joint Commission and appropriate state agencies.
- Medication errors that cause harm are reported to the Institute for Safe Medication Practices (ISMP) Medication Error Reporting Program (MERP).
- Hospital has not been cited for serious OSHA violations.
- Hospital has implemented a hand hygiene program and monitors compliance of the program.
- Hospital has an effective influenza vaccination program for clinical staff.
- Hospital has programs for medication reconciliation.
- Hospital has an outreach program into the community for prevention of healthcare related infections.

Public Reporting is embraced.

- Some or all scorecard (or dashboard) measures are publicly reported on the hospital's web site.