

Workplace Safety in the Psychiatry Department

The Problem

Safety and the perception of safety are essential to the provision of effective psychiatric services, are linked to the IOM Dimension of Safety, and are continuous quality improvement goals for the Psychiatry Department. An annual workplace safety survey provides a metric for the perception of safety and solicits input for how we can improve.

Goal

The goal of the project is to demonstrate continuous quality improvement in terms of the perception of safety by improved ratings on an annual survey of workplace safety.

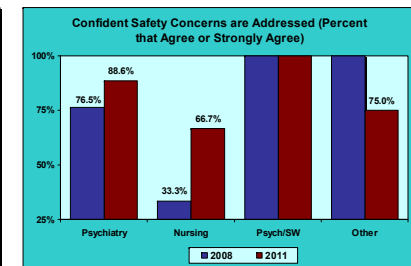
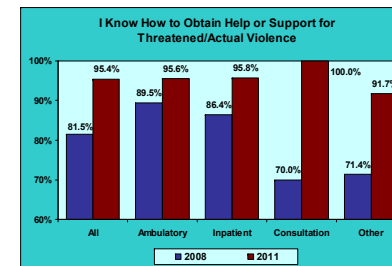
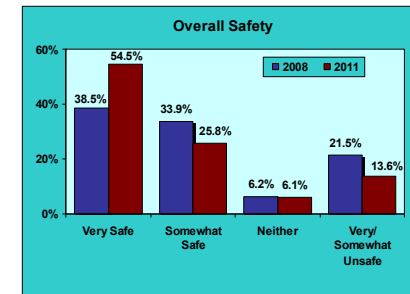
The Team

- Rohn Friedman, Vice Chair, Psychiatry
- Stephenie Loux, QI Data Analyst, Psychiatry
- Greg Ludlow, Quality Specialist, Psychiatry
- Amanda Tjonahen, Nurse Educator, Inpatient Psychiatry

The Interventions

- Establish a convenient system for annually surveying staff utilizing a URL emailed to staff linked to Performance Manager
- Create a transparent system for engaging staff, sharing results, and soliciting feedback
- Develop action steps to address opportunities for improvement
- Implement those steps and demonstrate improvement. Steps implemented to date include:
 - Install panic buttons in ambulatory offices.
 - Install locked doors to the ambulatory office area requiring keyed ID badges
 - Add a security officer to Deaconess 4 staffing
 - Initiate departmental M&M Rounds

The Results/Progress to Date



Lessons Learned

- Annual safety surveys focus attention on safety issues, increase staff sense that concerns are addressed, and increase awareness of resources for staff support.

Next Steps

- Present findings to staff in meetings and via the intranet and obtain feedback
- Explore new strategies to better keep all staff informed about safety issues across the department.
- Include survey of patient perception of safety
- Continue iterative process for improving safety.

