

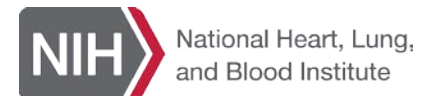
Cultural Changes Since the Red Team Report: Institute Nursing Perspective

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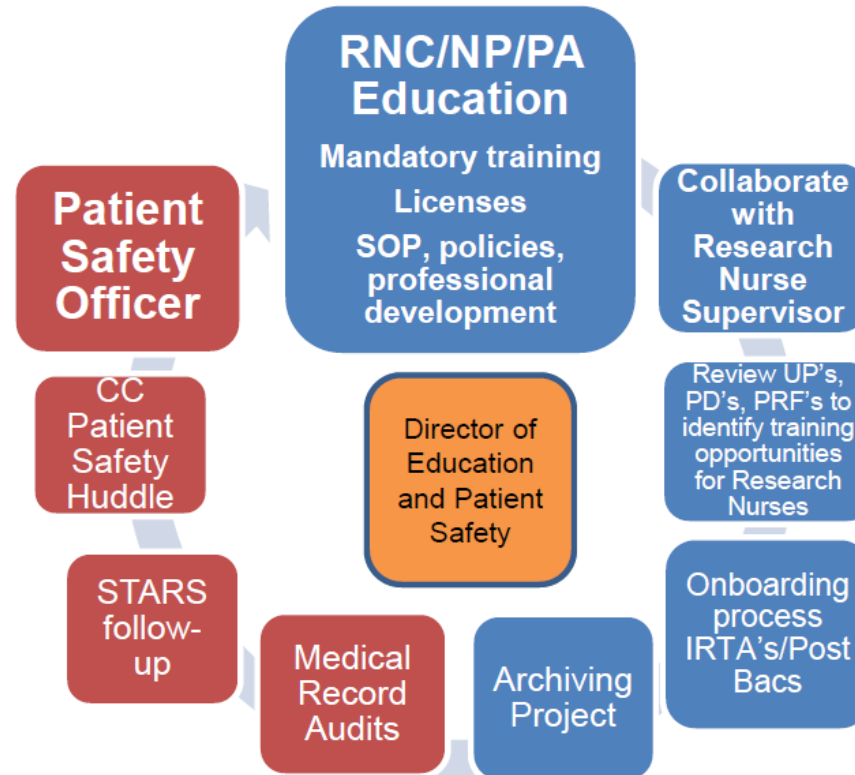
Director of Education and Patient Safety
National Heart, Lung, and Blood Institute

Clinical Center Research Hospital Board Meeting

February 2, 2018



NHLBI Director of Education and Patient Safety



Collaborations with Nursing Department

- Medication administration resulting in protocol deviation



- Pharmacokinetic samples drawn outside of windows or missed



- Protocol research endpoints



Collaborations based on ORS and STARS Events

- Development of new Safety Tracking and Reporting System (STARS)
- MEC Policy Update for Tissue Acquisition Form to better capture ordering and documentation for procedures-Several NHLBI ORS event
- MEC Policy for Children in the Clinical Center to protect children traveling with CC patients-NHLBI ORS event
- MEC Policy for Brain Codes in Clinical Center-2 NHLBI ORSs that resulted in RCA's
- Revision of order sets for Urine for cytopathology-NHLBI ORS events
- Revision of pharmacy screens for ordering pediatric antibiotics-NHLBI ORS

Collaborations based on ORS and STARS Events

- Enterprise scheduling system collaboration to improve patient scheduling process and consult services-several ORS events over the years involving Eye Clinic
- Several consultations with pharmacy and Nurse Managers to improve processes and education-several ORS and STARS events involving NHLBI patients
- Several consultations with NHLBI teams-several ORS and STARS events involving NHLBI patients needing intervention
- Several consultations with fellows and moonlighters-several ORS and STARS events

Wish List for Future Collaborations

- Timely response to STARS events from all colleagues
- Metrics throughout Clinical Research Center to facilitate adequate staffing for research participants

