

# REFRESHING THE SAFETY CROSS:

## Fostering accountability and commitment to key performance metrics

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### DESCRIPTION

Humber River Health's Intensive Care Unit saw an increase in the number of new staff. A review of compliance to harm reduction initiatives were conducted, which provided opportunities to improve the departmental compliance to identified preventative practices. Traditionally a safety cross permits tracking and engagement to certain outcomes or tasks for teams to visualize daily actions that support these measures. In turn, this contributes to a safety first mindset. Safety first highlights processes utilized in the department that leads to discussions, which support a readiness to safe practice.

### OBJECTIVE

To increase unit level knowledge for processes that support safe readiness of practice.

### ACTIONS TAKEN

1. An evaluation was completed identifying processes with opportunities to increase in compliance.
2. A review of the encountered preventable patient outcomes/events from last year identified essential practices and that insufficient knowledge of the practices was a primary reason for breaches in compliance.
3. Utilized safety crosses as a tool to track compliance to unit-level processes.
4. Education was provided to charge nurses and Clinical Practice Leaders on reviewing routine compliance metrics, which contribute to each safety cross focus colored in daily based on the compliance, and shared results with the team.

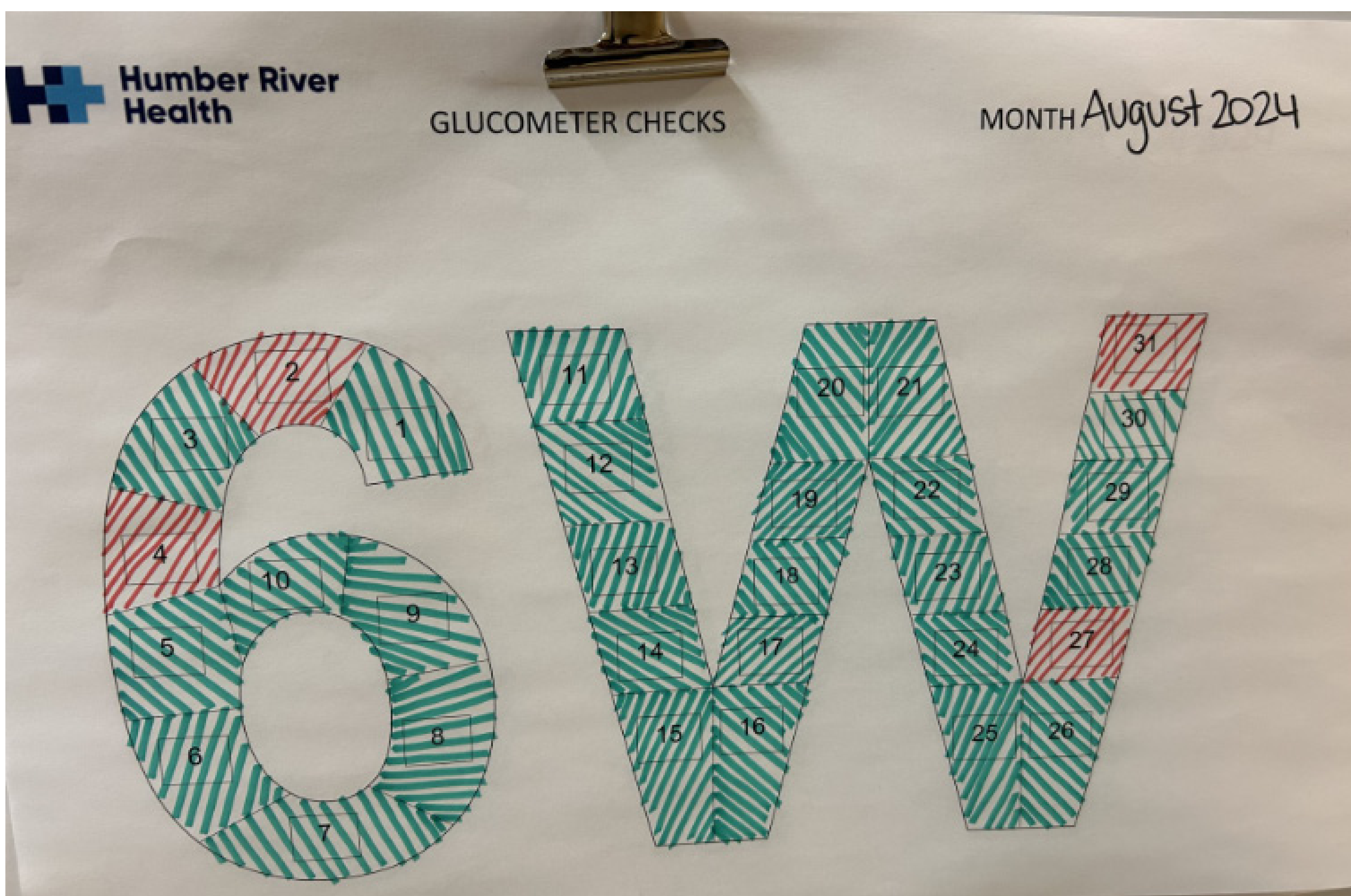
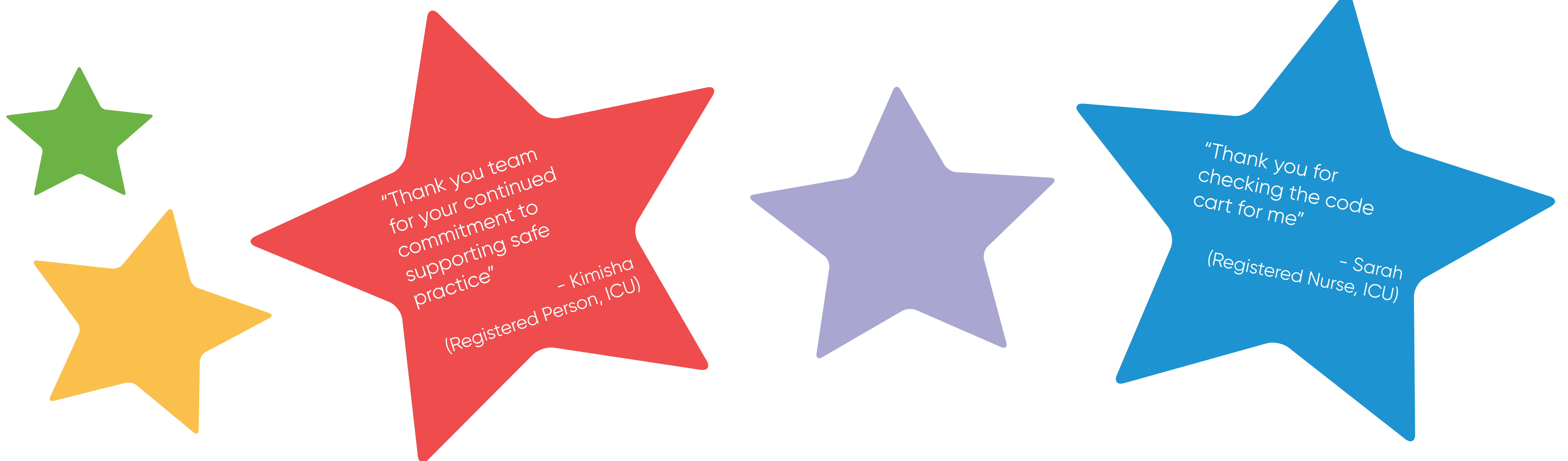


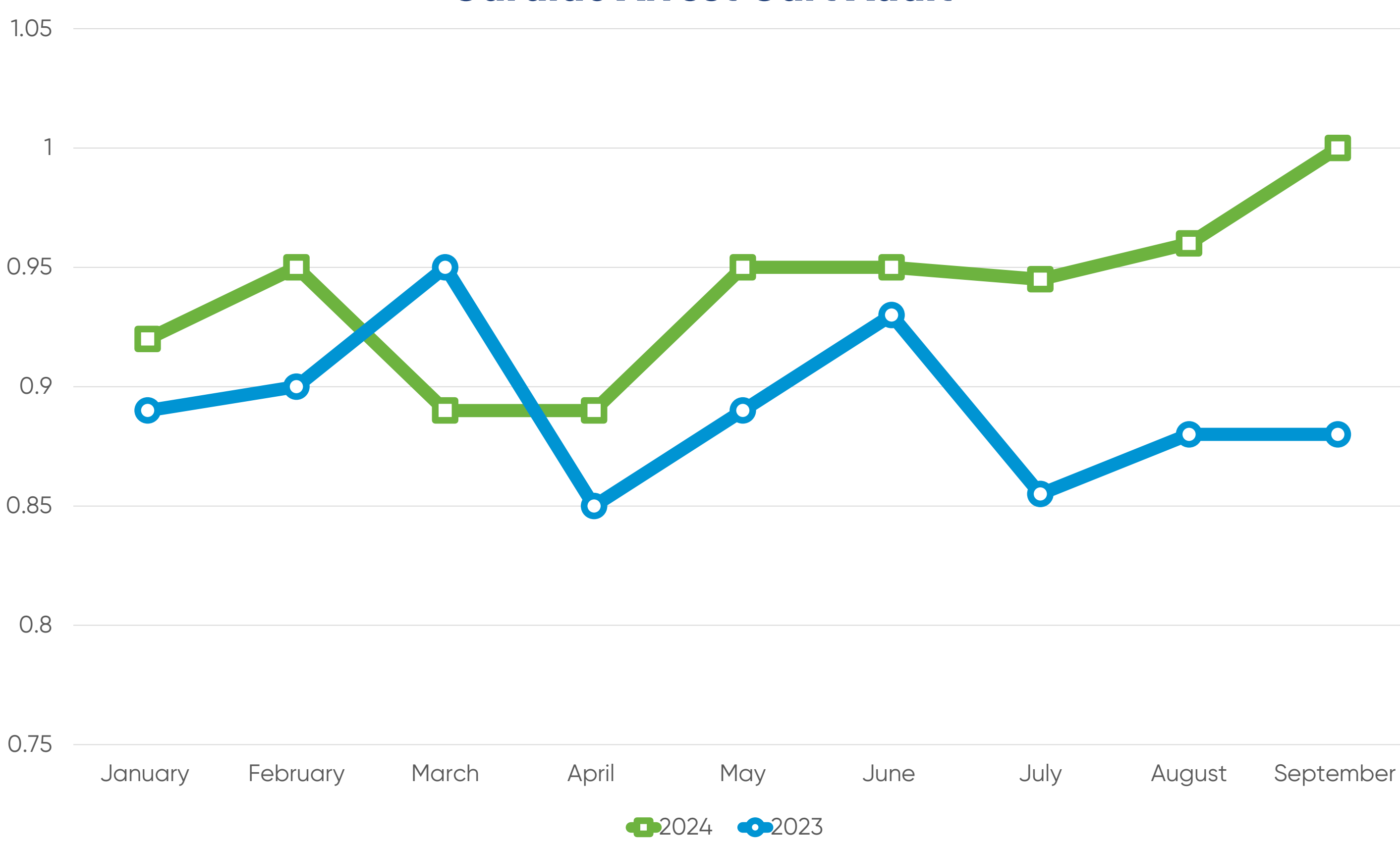
Figure 1. 6West ICU Team Safety Cross, encouraging a team commitment to maintaining green days and learning from incidents.



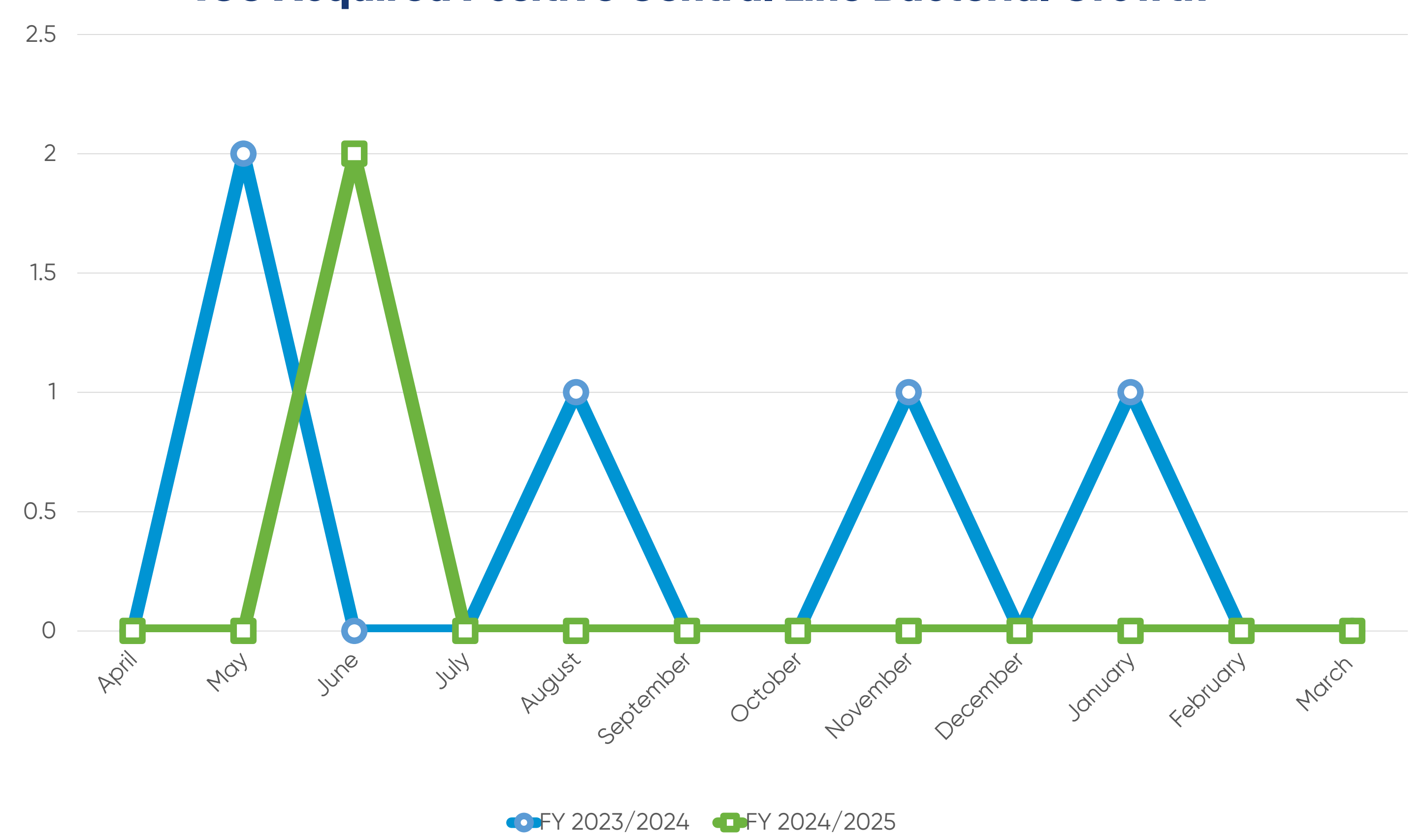
Figure 2. Shout-out Board used to cultivate staff discussion for opportunities and to celebrate success.



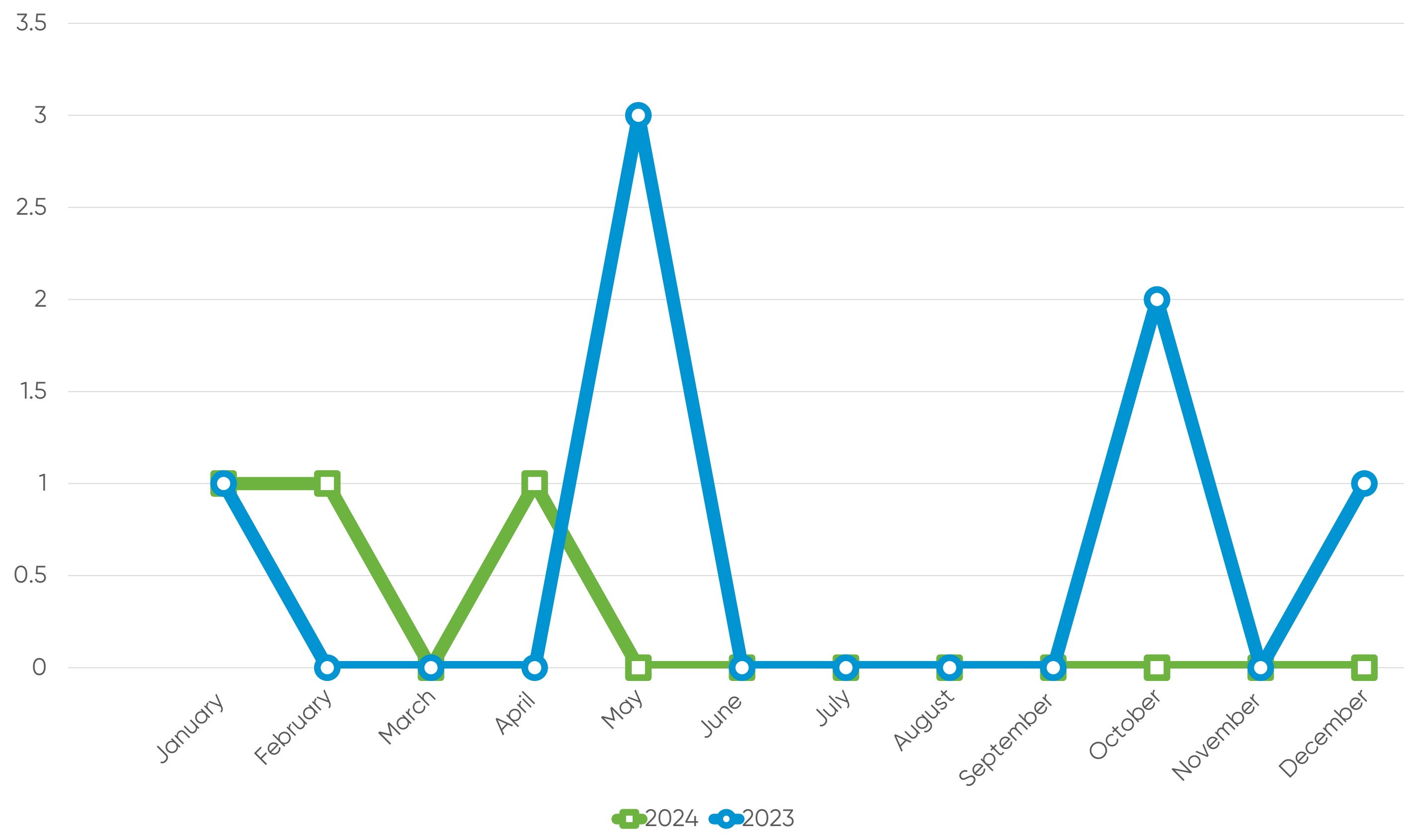
**Cardiac Arrest Cart Audit**



**ICU Acquired Positive Central Line Bacterial Growth**



**ICU Microbiology related Specimen Labelling Errors**



**Daily Glucometer Maintenance Compliance**

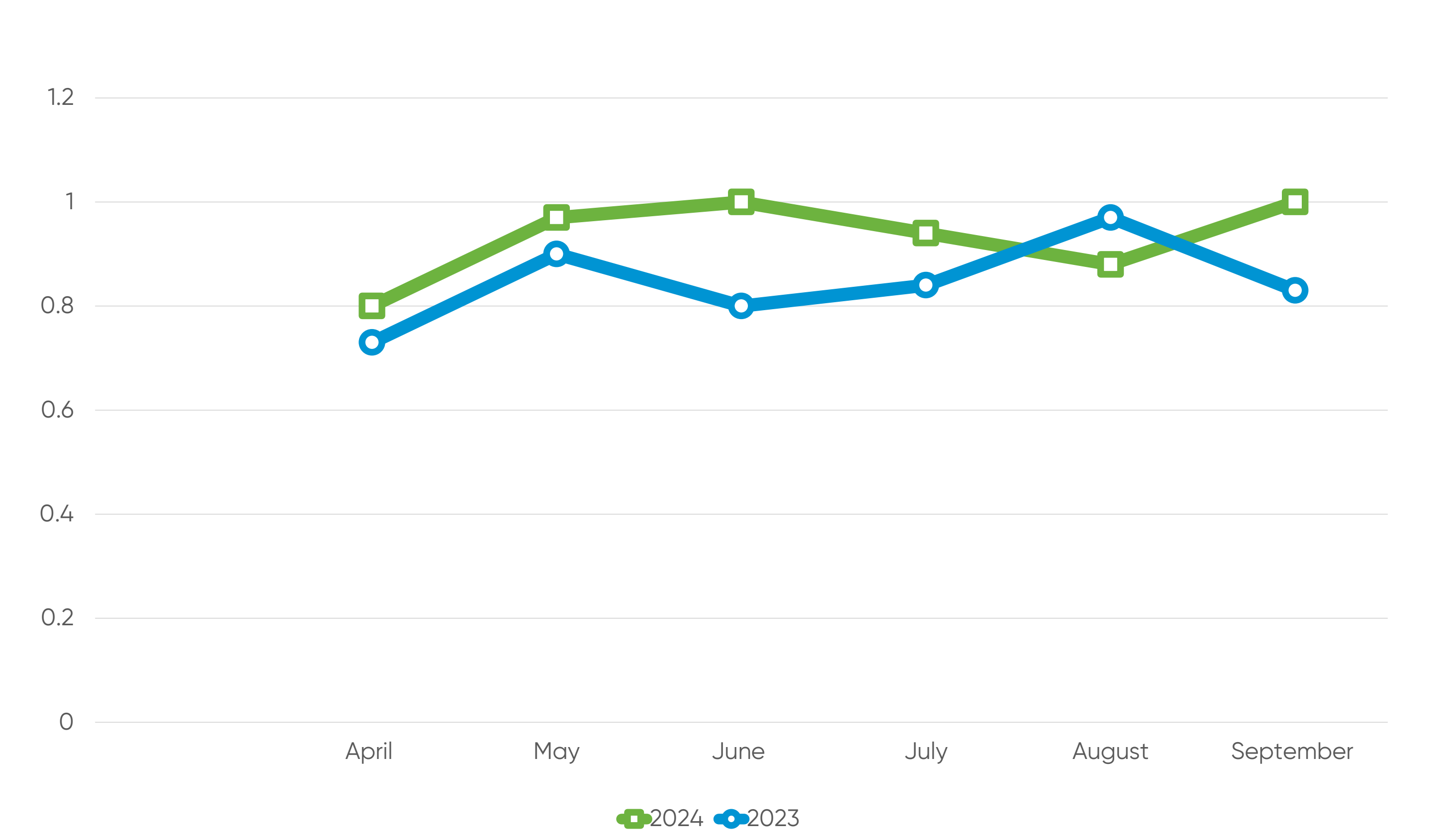


Figure 3. Quality metrics compared 2023 to 2024 (implementation).

### SUMMARY OF RESULTS

The safety cross was personalized to reflect the department displaying the value of teamwork.

There was an overall reduction in errors and never events in the department. As a result of reinforcing safe practices behind each goal, there was an increase in the compliance of measured practices, timely follow-up, staff recognitions, engagement and the growth of charge nurses leadership capacity.

A daily debrief of performance results not only reinforced the importance of safe practices, but also highlighted the contributions of staff members.

### LESSONS LEARNED

Using transparent visuals for real-time monitoring of key metrics and publicly displaying unit's performance, promotes compliance to safe practices.

