

Enhancing Patient Safety: Good Catch Program

BACKGROUND:

There was a need to develop a patient safety initiative designed to proactively identify and address potential risks before they escalate into serious events.

Recognition needed to be developed for those staff members that were identifying incidents and intervening in potential safety issues.

SMARTER OBJECTIVE:

Encourage a proactive approach to patient safety, empowering staff to contribute to a culture of continuous improvement.

Encourage staff participation and foster a culture of safety by recognizing and rewarding employees who report good catches.

IMPROVEMENT ACTION PLAN WITH ACTIONS TAKEN:

Initial program consisted of a list of staff who made a Good Catch in the Hospital newsletter quarterly.

After Plan, Do, Study, Act session, it was determined that a more rewarding and meaningful recognition program needed to be created.

Now, all nominees receive a "Bravo" recognition to acknowledge their efforts. Additionally, the Patient Safety Committee, composed of frontline staff, leadership, community members, and physicians, reviews these submissions monthly and selects one winner.

The monthly winner receives several incentives, including:

- An engraved keychain
- A traveling trophy
- A \$5 cafeteria coupon
- Recognition with the Good Catch story in the newsletter
- Photo of winner on the hospital monitors

RESULTS:

- Since its inception in April 2024, the Good Catch Program at Uniontown Hospital has successfully reported and reviewed a total of 109 cases. These cases were thoroughly evaluated by the Patient Safety Committee, which selects monthly winners based on their contributions to improving patient safety. This initiative has fostered a proactive culture of safety and continuous improvement within the hospital.
- Overall, the program promotes a proactive approach to patient safety, empowering staff to contribute to a culture of continuous improvement.
- Examples of initiatives implemented due to some of the near misses:
 - Revised stroke education plan
 - Pharmacy vancomycin process change
 - Heparin protocol education for inpatient providers
 - Telemetry display revision
- The Good Catch Program emphasizes core Standards of Behavior: Compassion, Communication, Commitment, and Competence. These standards are integrated into the program to guide staff in fostering an environment that prioritizes patient safety and quality care.

SCALE UP PLAN:

The Good Catch Award has been well-received across the hospital, with some units showing competitiveness to display/keep the trophy. The Pharmacy Team leads in awardees, using the program to encourage reporting. Other repeat winners include Nursing, ED Providers, Surgical Services, Nuclear Medicine, and Cardiology.

SUSTAINABILITY PLAN:

- Continuing to emphasize that the program is about learning, not blaming, by aligning it with the hospital's **Just Culture** framework. This supports the values of **Compassion** and **Commitment** while encouraging staff to report incidents or near-misses without fear of retaliation.
- Continue public recognition and personalized gifts.
- Ensure that the focus remains on learning and continuous improvement.
- Ensure leadership understands the importance of the program and promote it within their teams.

LESSONS LEARNED:

- Enhancing a Culture of Safety-cultivates a mindset that safety is everyone's responsibility
- Reinforces Need for Open Communication Across all Levels
- Frontline Team Engagement

