

Blue Team Minutes
Sept. 25, 2009
At ONA

Attendees: Juanita Duff, Jodi Pahl, Cathy Patton, Deb MdKee, Kerri Mowrer, Lois Gasner, Adele Ducharmo, Sean McGlone, Kathleen Morris, Mary Ann Hulme, Darcy Hymore, Michele Valentino, Jan Lanier.

Excused: Craig Albers (ill).- new co-chair for Blue Team.

Hand-outs: Sample of AORN Just Culture Tool Kit

ANA Draft of Position Statement @ A Just Culture

Position Statements of Nursing 2015 Teams Resulting from Group of
Twenty Meeting July 17, 2009

Joint Commission Sentinel Alert:Effective Leadership Critical to Preventing
Medical Errors

Hand-out from Powerpoint on Nurses & Workplace Violence

Minutes from June 5, 2009 Blue Team Conference Call

Minutes from GOT July 17, 2009

Hand-outs from Stop Bullying in the Workplace from Center for American
Nurses

Hand-out from Institute for Safe Medication Practices titled “Our Long
Journey Towards a Safety-Minded Just Culture

Review of Minutes: Members reviewed minutes from the June 5th Conference call. Also minutes from the GOT meeting on July 17th were reviewed. Members present who attended the GOT meeting were Michele Valentino, Jan Lanier, Deb McKee, and Sean McGlone. Each shared the GOT’s re-commitment to the Vision Statement. Two objectives had minor changes. The GOT is encouraging teams to identify projects that could be accompanied in one to two years. The Yellow team has an upcoming meeting on Oct. 9th. The Red Team meeting is TBA.

Review of draft Position Statement from ANA on A Just Culture in health care.

Handout’s were given to members. Kathleen Morris reported how nurses can give their input to ONA or ANA on this draft prior to Oct. 3rd.

Review of Sentinel Alert by Joint Commission . A sentinel alert was just released in Sept. 09 titled Effective Leadership Critical to Preventing Medical Errors. The Commission refers to use of A Just Culture for promoting patient Safety.

Discussion of Projects Lois Pahl volunteered to draft an Opening Statement by the Blue Team describing a desirable Practice Culture to preface the development of a Tool Kit on “A Just Culture”. Just Culture will be one of the elements of this Highly Desirable Practice Culture. The AORN Toolkit was reviewed for content. Two members, Jodi Pahl and Cathy Patton, from St. Rita’s shared their experiences with the development of

introducing “A Just Culture” in their facility. They accented that the goal is to increase dialogue. Employees are encouraged to report errors but it is not a punitive response.

They identified the need to:

- include senior leadership,

- use of tools & concepts,

- use of a relevant presentation followed by use of small interactive groups.

The Chief Nurse championed the project.

Mandatory training for all employees

Nurse managers viewed the training first, and then introduced it to staff

Inclusion of PR They emphasized the need to include HR, include Patient safety committees, and risk management committees or departments

Need for consistency in everyone’s reactions to situations.

Use of give-aways to keep staff engaged

Inclusion into all new employee orientation

Inclusion of medical staff

Can use focus groups about a punitive environment prior to A Just Culture

Need to support managers

The members from St. Rita’s also discussed their educational program on Disruptive Behavior. They emphasized the need for senior leadership to be on board. Colored algorithms were given to physicians. Anger management technicians were highlighted. Respect is an absolute. Nurses were to report any disruptive behavior every two weeks. Deviants had a “tea time”. One was sent to an out side facility for anger management class.

Members decided the toolbox should include the following elements:

- “Patient Safety & the “Just Culture”: A Primer for Health Care Executives April 17, 2001 by David Marx

- One or several algorithms to guide practice

- Use of scenarios for demonstrating The Reason Algorithm

- Resources

- Sample disciplinary policies- existing policies will need to be reviewed & changed.

- Sample coaching session – The essence of Coaching

- Sample scripted responses

- Sample cards for lamination to all employees

- Recommendations for dealing with out-liers.

- Clear definitions of terms

- Use of Case Studies

- Use of actual risk variances for studies

- Statement re: Accountability to BON

- Powerpoint presentation on A Just Culture, possibly a video of the presentation

The members identified the audience as nurses but divided the toolbox into recommendations to organizations & Senior Leadership, to Nurse Managers, and to staff nurses.

Action Plans: Members agreed to compile a Tool Kit to be available on the Nursing 2015 site under the ONA website.

Team 1. Sean McGlone, Darcy Hymore, Jodi Pahl, & Michele Valentino

Recommendations for organizations & Senior Leadership

The team will collect information from organizations about their views on A Just Culture, what their hospitals are doing at the present, etc.

Sean will draft an e-mail to do this informal survey directed to hospital administration using a CEO list serve. .

Sean will send the e-mail to Kay _____ at St. Rita's, who will send to all Chief Nurses to gather information as well.

The team will compile that data & review for similarities, etc.

Sean will arrange guest speakers from an organization who has already adopted A Just Culture for the next meeting on Jan. 29, 2010 at ONA . The meeting will be advertised to attract those interested in this concept & encourage new members to the blue team

The team will begin to collect samples for the toolbox., including sample algorithms, case studies, coaching materials, samples of disciplinary action & policies.

The team envisioned a possible session for education on A Just Culture similar to the sessions on the Staffing issues.

Team 2. Juanita Duft, Cathy Patton, Adele Ducharme, Kathleen Morris.

Recommendations for Nurse Managers:

The team will design training sessions (practice sessions) with emphasis on how to give information to staff.

The team will accent the need for support of nurse managers by a reporting system.

The team will develop scripting to demonstrate engaging staff .

The team will identify collaborative opportunities with HR to define policies.

Team 3. Deb McKee, Lois Gasner, Mary Ann Hulme, Wendy Gotshall, Kerri Mowrer.

Recommendations for Staff Nurses:

The team will develop scenarios relevant to actual situations

The team will compile resources, i.e. ANA Bill of Rights, etc.

The team will encourage professional growth, focus on patient outcomes, promote shared governance, focus on reporting & processes.

The team will develop a fact sheet "What's in it for me".

Follow-up Action:

Sean will e-mail confirmed speakers and confirmed dates to team members.

Michele will update the e-mail list for the blue team. She will send out an e-mail recruiting other members for one of the above small groups. These small groups were encouraged to communicate by e-mail, and copy correspondence to Michele &

Craig Albers. All members were encouraged to begin to collect samples, etc for the Toolkit and cc to all other members.

Next meeting: Jan. 29, 2010 with guest speaker TBA by Sean McGlone.