



For Immediate Release

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St. Vincent's Medical Center to Receive the CHA's 2012 John D. Thompson Award for Excellence in the Delivery of Healthcare Through the Use of Data

WALLINGFORD – At its 94th Annual Meeting on June 27, the Connecticut Hospital Association (CHA) will recognize St. Vincent's Medical Center with the 2012 John D. Thompson Award for Excellence in the Delivery of Healthcare Through the Use of Data. The team from St. Vincent's Medical Center is recognized for its ***Implementation of High Reliability Behaviors Resulting in Significant Reduction of Preventable Harm to Patients and Employees.***

St. Vincent's Medical Center (SVMC) reduced its Serious Safety Event (SSE) rate through focused efforts to adopt the culture, characteristics, and tools of High Reliability Organizations (HROs).

Procedures used to implement high reliability behaviors included an analysis of baseline performance; education provided to leadership; the creation of a steering committee; and the creation of a "tool kit" of safety behaviors. A hospital-wide intranet safety site displays the number of days since the last injury and describes details of each incident. Hospital-wide "Daily Huddles" involving the CEO, senior leadership, and staff were implemented to review and discuss safety events of the previous 24 hours and safety concerns for the next 24 hours. In addition, each department conducts its own huddles. Safety is first on every agenda of every meeting. More than 40 front line staff safety coaches were trained and serve as special resources to reinforce the reliability behaviors with team members.

As a result, SVMC experienced a reduction in SSEs of approximately 40 percent from baseline. In addition, the hospital experienced a 58 percent reduction in its medication safety event rate.

A formal program was implemented to recognize staff for all good catches, promoting the use of safety behaviors and tools. All events are acted upon and included in the common cause analysis.

The John D. Thompson Award honors the contributions made by John D. Thompson to healthcare administration and patient care quality during his career. Winners of this prestigious award have achieved excellence in patient care through the use of data, as demonstrated by the improvement of internal operations, procedures, and outcomes.



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About CHA

The Connecticut Hospital Association has been dedicated to serving Connecticut's hospitals since 1919. Through state and federal advocacy, CHA represents the interests of Connecticut's hospitals on key healthcare issues in the areas of quality and patient safety, access and coverage, workforce, community health, and hospital reimbursement.