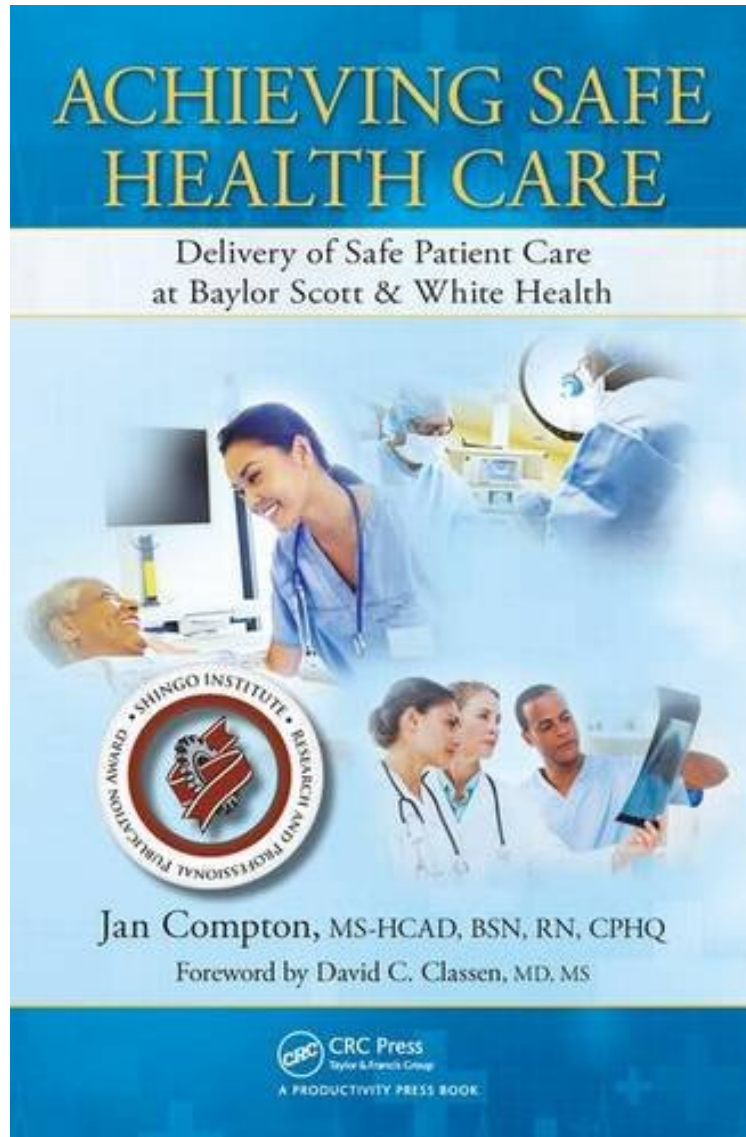


Achieving Safe Health Care: Delivery of Safe Patient Care at Baylor Scott White Health

Jan Compton

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Jan Compton : Achieving Safe Health Care: Delivery of Safe Patient Care at Baylor Scott White Health before purchasing it in order to gage whether or not it would be worth my time, and all praised Achieving Safe Health Care: Delivery of Safe Patient Care at Baylor Scott White Health:

Winner of a 2016 Shingo Research and Professional Publication Award! A recent article published in the Journal of Patient Safety estimated that more than 400,000 lives are lost each year due to preventable patient events in American hospitals. Preventable patient safety events are the third leading cause of death in the United States. While most health care organizations know they need to improve patient safety, most lack an understanding of the steps required to develop and implement an effective patient safety program. Baylor Scott White Health has successfully created a strong culture of patient safety. In 2013, Baylor Health Care System published the book *Achieving STEEEP Health Care*, which describes its quality improvement journey via the STEEEP framework of delivering care that is Safe, Timely, Effective, Efficient, Equitable, and Patient-centered. This book provides a detailed overview of the Baylor Scott White Health approach to the delivery of safe care, the leading aim of the STEEEP quality and patient safety framework. It presents real-life examples, practical approaches, and tools for improving patient safety. The book is structured around some of the key components of patient safety such as the importance of strategic efforts in categories of culture, processes, and technology. Maintaining a focus on human factors in patient safety and health care, the book explains the need for advanced analytics along with long-term learning and corporate resources. This book describes how to develop appropriate goals, formulate strategies to meet those goals, and implement techniques to improve patient safety based on the experience of Baylor Scott White Health.

"Baylor Scott White Health's approach to achieving the Triple Aim is both innovative and proven. This book provides the practical information and real-life examples that individuals and organizations will find extraordinarily useful to improve and enhance care in their settings ... it is a must-have for anyone interested in maximizing patient safety." Beth Mancini, RN, PhD, NE-BC, FAHA, ANEF, FAAN, Professor, Associate Dean, and Chair of the Undergraduate Nursing Programs, University of Texas at Arlington College of Nursing and Health Innovation; Baylor Professor for Healthcare Research "Baylor Scott White Health is way out in front of the pack in their approach to safety, using a true systems approach, embedding PhD-level human factors engineers in their safety program, and creating a robust training program for their safety teams in the science of safety. This is a system worth watching." Rollin J. (Terry) Fairbanks, MD MS, Director, National Center for Human Factors in Healthcare; Director, Simulation Training Education Lab (MedStar SiTEL); MedStar Institute for Innovation, MedStar Health; Associate Professor of Emergency Medicine, Georgetown University "There is no better way to evaluate an approach than to introduce it. Baylor Scott White Health has done this with STEEEP to great effect. There are lessons aplenty in this excellent publication from Baylor Scott White Health." Peter Carter, Chief Executive Officer, International Society for Quality in Health Care "Jan Compton and her colleagues at Baylor Scott White Health have produced a valuable compendium reflecting the intentional efforts to systematically improve care across their health system. This intentional work has resulted in a considerably safer care environment for both patients and the people providing care." Michael Leonard, MD, Managing Partner, Safe Reliable Healthcare LLC; Adjunct Professor of Medicine, Duke University School of Medicine "Measuring and reducing patient harm is central to delivering safe and reliable health care and yet, based on the evidence, remains a challenge for most. STEEEP care created an even higher standard by pioneering preventable risk, one of many ways in which Baylor Scott White Health (BSWH) has proven a trailblazer in high reliability. This book is a gift to the field and demonstrates how BSWH will remain a leader in this next generation of patient care." Drew Ladner, MBA, MA, Chairman CEO, Pascal Metrics "In this book, Baylor Scott White Health has once again illustrated why it's a leader in the field of medicine. If every hospital in America was as direct in its goal to reduce patient harm, we could cut preventable deaths by a significant number. While no one has all of the answers to solving the patient safety problem in this country, Baylor Scott White Health is leading the way to reach zero preventable deaths. We thank them for their commitment to patients." Laura Batz Townsend, Co-Founder President, Louise H. Batz Patient Safety Foundation "Baylor Scott White Health provides practical examples and approaches to excellence in patient safety in *Achieving Safe Health Care*. Each page holds ideas that any system can implement. Further, Baylor Scott White Health provides detailed measurement of its improvements utilizing the STEEEP program." Kristin M. Jenkins, JD, MBA, FACHE, President, Dallas-Fort Worth Hospital Council Foundation; Senior Vice President, Dallas-Fort Worth Hospital Council About the Author Jan Compton, MS-HCAD, BSN, RN, CPHQ, is vice president of patient safety and chief patient safety officer for Baylor Scott White Health (BSWH), the largest not-for-profit health care system in Texas, which includes 46 hospitals, more than 800 patient care sites, 5800 affiliated physicians, more than 35,000 employees, and the Scott White Health Plan. In this role, she is responsible for overseeing the health care system's efforts to develop and implement evidence-based patient safety practices intended to help the organization pursue its vision of "no preventable deaths, no preventable injuries, and no preventable risk." Jan's passion for patient safety is clearly demonstrated as she leads by influence the BSWH programs to reduce inpatient mortality, promotes an organizational culture conducive to the development of patient safety innovations, and guides employees in the adoption of patient safety values. Her plan is to operationalize patient safety goals and processes across all BSWH facilities.