

# Alaska Native Medical Center Patient Safety Quarterly



## Welcome to the Patient Safety Quarterly!

Welcome to the Patient Safety Quarterly, a new communication tool completely dedicated to patient safety! This communication is available to all staff by visiting the Hub at [anthcstaff.org](http://anthcstaff.org)

## ANTHC's Katie Hubbard receives Certified Safe Patient Handling Associate designation

Katie Hubbard, an institutional environmental health consultant with ANTHC's Environmental Health and Engineering, was recently awarded the Certified Safe Patient Handling Associate (CSPHA) designation by the Association for Safe Patient Handling Professionals.

CSPHA recognizes specialists in safe patient handling and mobility practice who have acquired sufficient field experience and knowledge to support training, education, and the ability to assist leadership in sustainable safe patient handling and mobility programming. Hubbard chairs the Safe Patient Handling and Mobility Workgroup at ANMC and is working with her multi-disciplinary team to reduce caregiver injuries and improve patient outcomes by making ANMC a no-manual-lift hospital.

**Do you have a story or something to share in the quarterly?  
Contact the Patient Safety Committee at:  
[patientsafetycommittee@anthc.org](mailto:patientsafetycommittee@anthc.org)**

## In this Issue:

**ANTHC's Katie Hubbard receives CSPHA designation**

**Root cause analysis**

**Patient compliments**

**ANMC Laboratory wins ASHNSA Patient Safety Beacon Award**

**Upcoming health care observances**

**Informed consent**

**Mindfulness for Stress Reduction fall sessions**

**Self-care tips**

## Root cause analysis

A root cause analysis (RCA) is a tool used to identify key factors that led to an undesirable outcome. Completing an RCA helps improve care, safety, and outcomes for our patients and helps build on or improve our current processes and safety systems. The goal when conducting an RCA is to find out what happened, why it happened and what can be done to prevent it from happening again. RCAs involve staff members by sharing any input, concerns and opportunities for improvements.

A recent RCA involved a wrong-site surgery event in the OR.

**What:** At the completion of surgery, the patient was awakening and began to bleed significantly. The patient had to be emergently re-intubated and repositioned to complete a different approach to combat the unexpected bleed. At this time, an incision was made on the wrong side. The surgeon caught the error immediately, and surgery was completed on the correct side.

**Why (root cause):** It is extremely common to see an increase in errors anytime stress levels are elevated and situational awareness\* is impacted. In this case, the patient was suffering a life-threatening emergency that needed to be managed swiftly and staff were feeling the pressure to act fast. The loss of situational awareness combined with repositioning of the patient was determined to be the root cause.

With the help of the Surgical Services team, we implemented an action plan, which included updating the Patient Identification, Verification of Surgical Site and Time-Out Procedure (701-06) to include an intraoperative pause whenever the patient position is changed. In a routine case, this quick pause allows the team to reorient themselves with the patient. However, during an emergent case, staff also have the opportunity to regain their situational awareness. Now intraoperative timeouts occur anytime there is a change in the three Ps: Provider, Procedure and Position.

By formalizing the process, we build safety checks into the process and allow staff to pause for accuracy, even when situations are heightened and stressful.

Our thanks to the teams involved in this case for their openness in sharing their experience and helping to develop creative solutions to keep our patients safe in the future.

\*Situational awareness is knowing what is going on so you can figure out what to do. It involves one's ability to perceive, process, and predict events as they are unfolding. With appropriate situational awareness, one can make safe decisions, take action, and communicate/coordinate next steps.

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## Patient compliments



"I felt safe, well cared for and informed on everything before, during and after my procedure. Thank you!"

Ambulatory Surgery

"The doctor listened, made me feel safe and cared very well for me. He provided good information and helped me learn more about my health. It only took a few minutes but it went a long way."

Emergency Dept.



## ANMC Laboratory wins 2021 ASHNHA Patient Safety Beacon Award



The Alaska Native Medical Center Laboratory recently received the Patient Safety “Beacon” Award from the Alaska State Hospital and Nursing Home Association (ASHNHA). The ANMC Laboratory is operated collaboratively by the Alaska Native Tribal Health Consortium and Southcentral Foundation, and is led by Dr. James J. Tiesinga, Laboratory Medical Director.

The Beacon Award highlights demonstrated above-and-beyond, safety-related performance. This year, the awards review committee and ASHNHA staff selected Dr. Tiesinga, on behalf of the ANMC Laboratory, for this award, which recognizes the Laboratory team’s commitment, effort, and collaboration to support our Tribal members’ health and welfare through rapid COVID-19 vaccine distribution and a robust COVID-19 testing capacity for the state of Alaska.

“Our nurses and doctors are doing an amazing job, and we are proud to collaborate with them, but our work in the Laboratory can easily be overlooked. We are grateful to ASHNHA for honoring us in this way,” said Dr. Tiesinga.

The ANMC Lab has a staff of 74 who have been tirelessly working over the last 18 months to analyze a considerable number of COVID-19 tests, in addition to performing their typical laboratory functions.

Read the full story on the ANTHC blog.

### Upcoming health care observances

Thank you to all of our wonderful staff who work hard to serve our people by providing safe, high-quality care!



October  
American Pharmacists Month

October 18-22  
International Infection Prevention Week

National Healthcare Quality Week

National Pharmacy Week

December  
National Hand Washing Awareness Month

December 6-10  
National Influenza Vaccination Week

**THANK YOU!**

### Informed consent documentation supports patient safety!

Documentation of a properly executed informed consent is a regulatory requirement and helps assure a patient is aware of what procedure or treatment they are agreeing to. ANMC continues seeing isolated instances of incomplete or outdated consent forms, so be sure consents are completed in their entirety with the current consent form from March 2021.

Find the consent form here: [bit.ly/3u9Zzqr](http://bit.ly/3u9Zzqr). View the procedure here: [bit.ly/3o4Kup7](http://bit.ly/3o4Kup7).

Informed consent is a process that enables the patient or their representative to decide what treatments they do or do not want to receive. This is a collaborative decision-making process that builds trust, opens lines of communication and ensures we are providing patient-centered care.

Informed consent must include a discussion about potential benefits, risks and side effects of the patient’s proposed procedure, along with possible alternatives. Please help us by being an active participant in this process by ensuring consent documentation is complete in the medical record.

### Mindfulness for Stress Reduction fall sessions

Ground your body, anchor your breath and calm your mind this fall in the Mindfulness for Stress Reduction sessions with ANTHC’s Dr. Rebecca Robinson.



# RELAX

The sessions run through Monday, Dec. 20, and are on Mondays from 8-8:15 a.m., and Fridays from 4-4:15 p.m. Sessions are open to all Alaska Tribal Health System staff.

Monday session Zoom link: [bit.ly/3EM6w65](http://bit.ly/3EM6w65)

Friday session Zoom link: [bit.ly/3o6HzMO](http://bit.ly/3o6HzMO)

Password: Mindful

### Thank you for all you do!

It has been an incredibly difficult time for so many; we know how hard you are working and appreciate all you do! Please remember to take care of yourself in these challenging times.



**Get Outside:** Go for a long walk or hike in your local park, mountain or beach.

**Schedule Self-Care:** Set a time each week to focus on yourself the same way you schedule your work.

**Unplug:** Turn off electronic devices (including TV and cell phones), leave work at work and take a moment to unwind from the day.

**Prioritize Sleep:** A good night of sleep can make a world of difference.

