



Memorial Sloan Kettering  
Cancer Alliance



# Implementation & Action: A System Wide Safety Huddle to Improve Quality, Safety and Front-Line Staff Engagement

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Hartford HealthCare Cancer Institute

# HHC Cancer Institute Locations

## Northwest Region

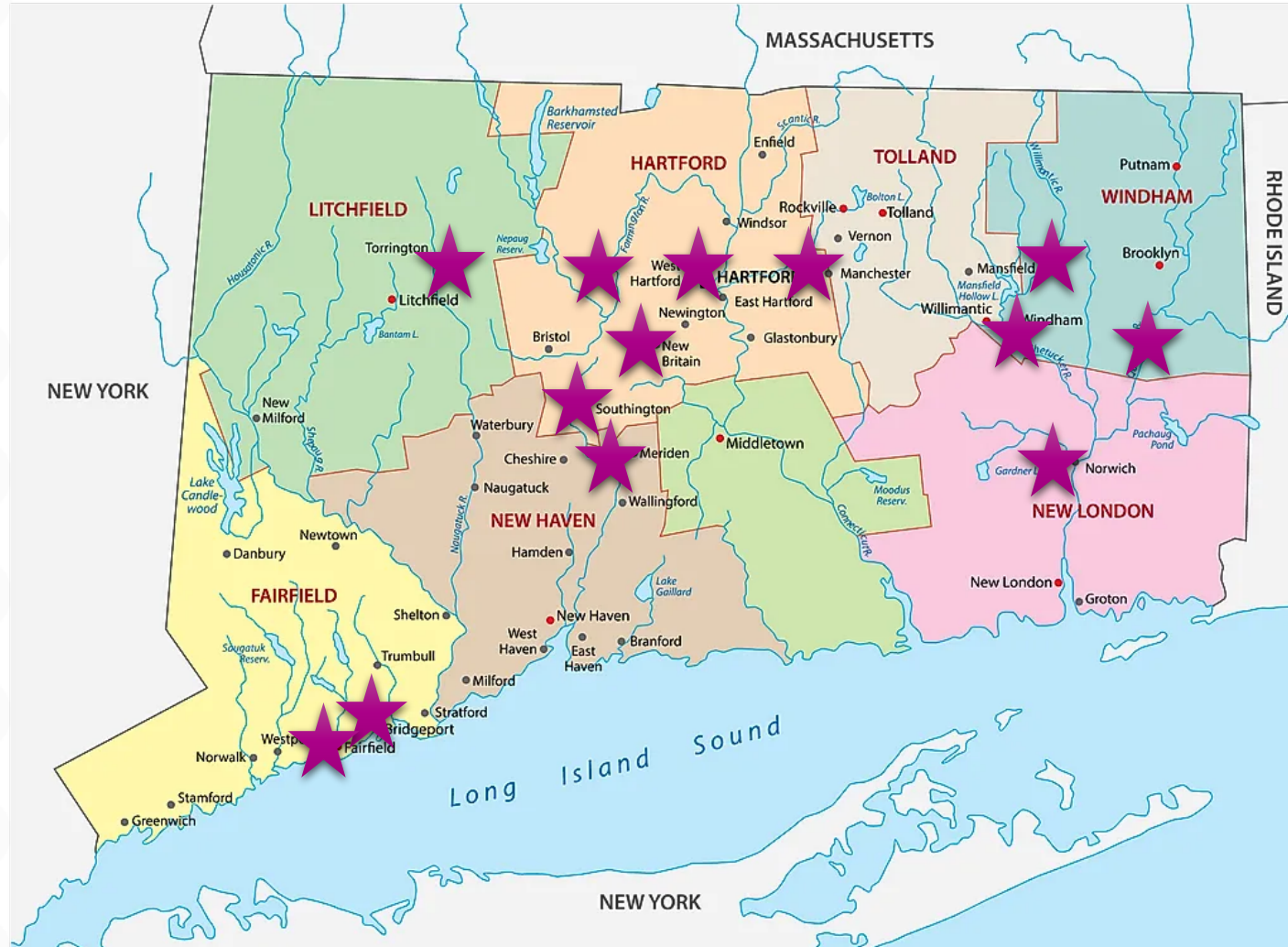
- ★ Charlotte Hungerford Hospital
- ★ HOCC Torrington Medical Oncology & Infusion
- ★ Radiation Oncology

## Central Region

- ★ HOCC Meriden Medical Oncology & Infusion
- ★ HOCC Plainville/New Britain/Southington Medical Oncology & Infusion
- ★ Midstate Medical Center
- ★ Radiation Oncology
- ★ The Hospital of Central Connecticut

## Fairfield Region

- ★ Fairfield Medical Oncology & Infusion
- ★ Radiation Oncology
- ★ Saint Vincent's Medical Center
- ★ SVMC Medical Oncology & Infusion



## Hartford Region

- ★ Avon Medical Oncology & Infusion
- ★ Hartford Hospital
- ★ Hartford Medical Oncology & Infusion
- ★ Manchester Medical Oncology & Infusion
- ★ Radiation Oncology

## East Region

- ★ Backus Hospital
- ★ Norwich/Backus Medical Oncology & Infusion
- ★ Plainfield Medical Oncology & Infusion
- ★ Windham Hospital
- ★ Waterford Medical Oncology & Infusion
- ★ Windham Medical Oncology & Infusion

# National Quality Standards

**ASCO QOPI<sup>®</sup>**  
**Certification Program**  
Quality Cancer Care: Recognizing Excellence

 Commission  
on Cancer<sup>®</sup>  
ACCREDITED  
PROGRAM

A **QUALITY PROGRAM**  
OF THE AMERICAN  
COLLEGE OF SURGEONS



 Institute *for*  
Healthcare  
Improvement

Age-Friendly   
Health Systems  
Participant

# Background

Benefits of a structured, daily, safety huddle

- Agency for Healthcare Research and Quality
- Institute for Healthcare Improvement

Hartford HealthCare – Prior to 2019

- Inpatient hospitals had well established, daily, safety huddles
- Ambulatory oncology areas had daily safety huddles: No structured process to address system concerns and create solutions

Hartford HealthCare Cancer Institute – Since October 2019

- Patient Safety Advisory Group (PSAG)

# HHC Cancer Institute Weekly PSAG: Virtual Huddle

## Quality and Safety Events:

Patient falls

Adverse drug reactions including hypersensitivity

“Near misses”/”good catches”

VAD

Extravasations

Chemotherapy spills

Sepsis/febrile neutropenia

Hartford  
Hospital  
A Hartford HealthCare Partner

## BE A SAFETY “CHAMP”

Do the *safe* thing... for every patient every time

### Communicate Clearly

- Read back/repeat back
- Phonetic and numeric clarification

### Handoff Effectively

- Use **ISBAR** (Introduce yourself and role, **S**ituation, **B**ackground, **A**ssessment, **R**ecommendation)

### Attention to Detail

- Look in the mirror first and be in the moment
- Self check using **STAR**: **S**top-**T**hink-**A**ct-**R**eview

### Mentor and Coach Others

- Speak up for Safety using **ARCC**: **A**sk a question, make a **R**equst, voice a **C**oncern, use **C**hain of command
- Cross Check and Coach teammates
- 200% accountability

### Practice a Questioning Attitude

- Stop the Line “I need clarity” to ask for clear and specific expectations
- Validate and Verify

# December

Order: East --> Fairfield --> Hartford --> Central

## 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Name: _____	2	3
4	5	6	7	8 Name: _____	9	10
11	12	13	14	15 Name: _____	16	17
18	19	20	21	22 Name: _____	23	24
25	26	27	28	29 Name: _____	30	31

### HHC Cancer Institute Inter-Professional Weekly PSAG HUDDLE

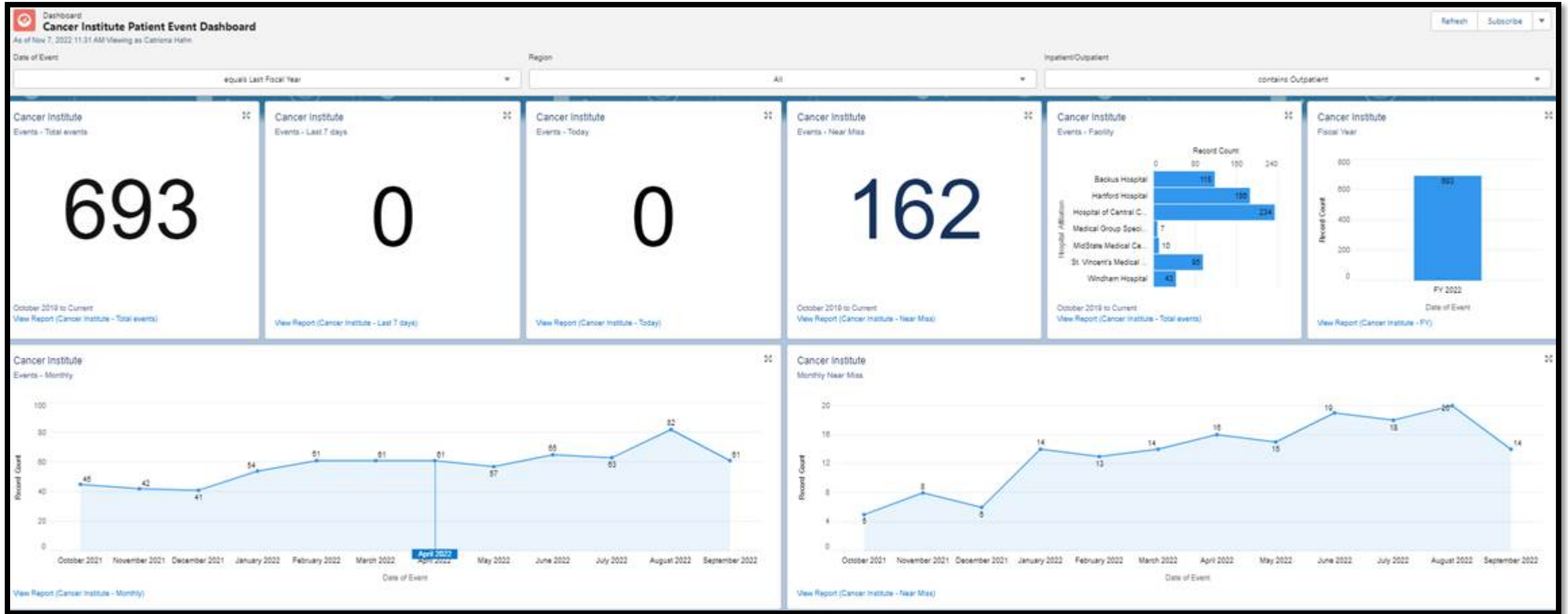
Recognitions/ Pt Stories			
Roll Call by Region	Site	Event	Comments
East			
	<b>Windham</b> <ul style="list-style-type: none"> <li>• Out-Patient Infusion</li> <li>• Medical Oncology</li> </ul>		
	<b>Backus</b> <ul style="list-style-type: none"> <li>• Out-Patient Infusion</li> <li>• Medical Oncology</li> <li>• In-Patient A2</li> <li>• Radiation Oncology</li> </ul>		
	<b>Plainfield</b> <ul style="list-style-type: none"> <li>• Out-Patient Infusion</li> <li>• Medical Oncology</li> </ul>		
	<b>Waterford</b> <ul style="list-style-type: none"> <li>• Out-Patient Infusion</li> <li>• Medical Oncology</li> </ul>		
Hartford			
	<b>Hartford</b> <ul style="list-style-type: none"> <li>• In-Patient CB2</li> <li>• Out-Patient Infusion</li> <li>• Medical Oncology</li> <li>• Innovation Unit</li> <li>• Radiation Oncology</li> </ul>		
	<b>Avon</b> <ul style="list-style-type: none"> <li>• Out-Patient Infusion</li> <li>• Medical Oncology</li> <li>• Radiation Oncology</li> </ul>		
	<b>Manchester</b> <ul style="list-style-type: none"> <li>• Out-Patient Infusion</li> <li>• Medical Oncology</li> </ul>		



Region/ Reporter	Date	Follow up	Action



# HHC Cancer Institute Patient Event Dashboard





# HHC Cancer Institute PSAG – Quality & Safety Review Highlights

## Good Catch and Recognitions!

Empty box for Good Catch and Recognitions!

## Quality & Safety Information Sharing:

Empty box for Quality & Safety Information Sharing:

## Learning Moments:

Empty box for Learning Moments:

# HHC Cancer Institute PSAG



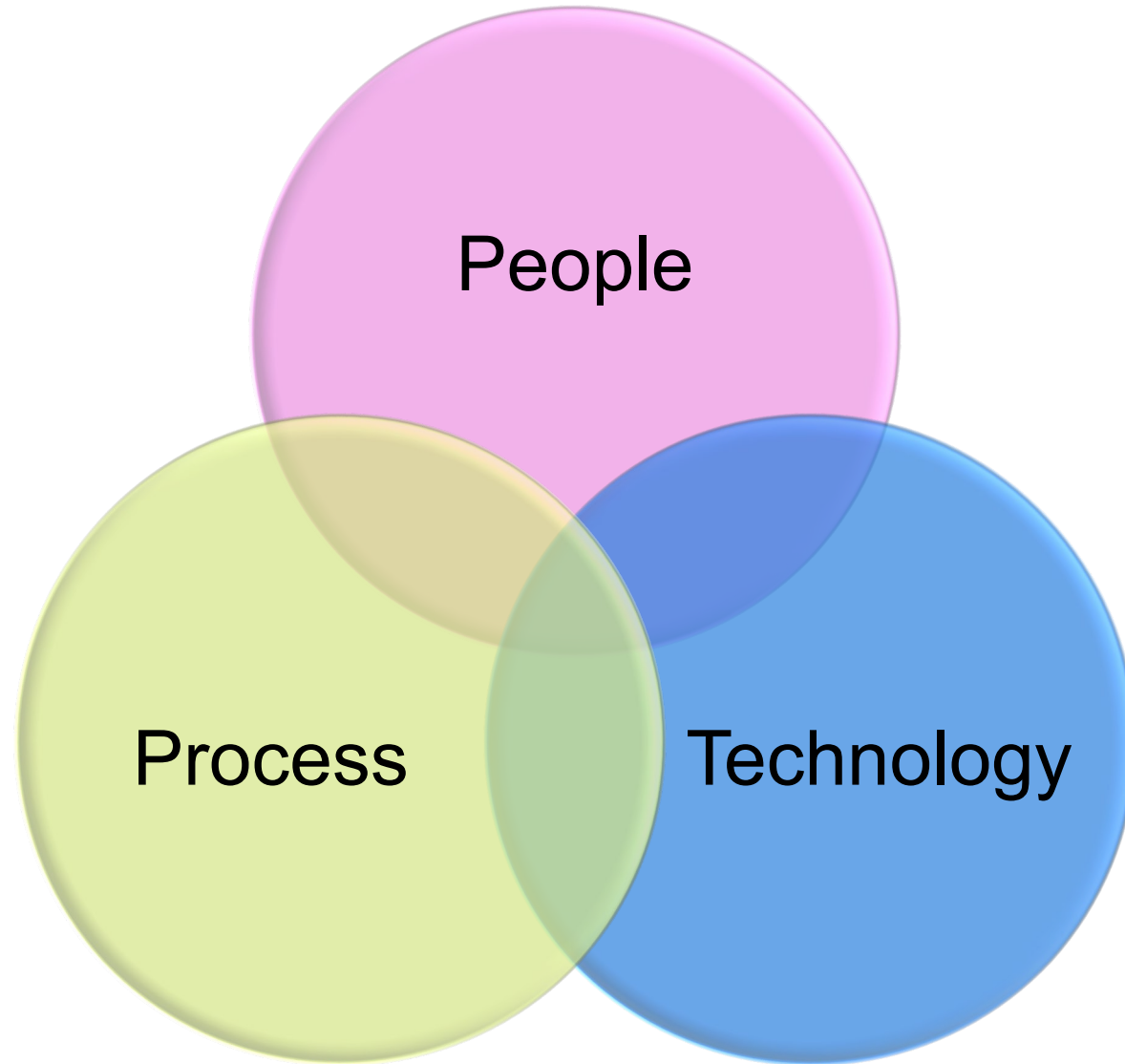
## Good Catch!

Empty box for Good Catch!

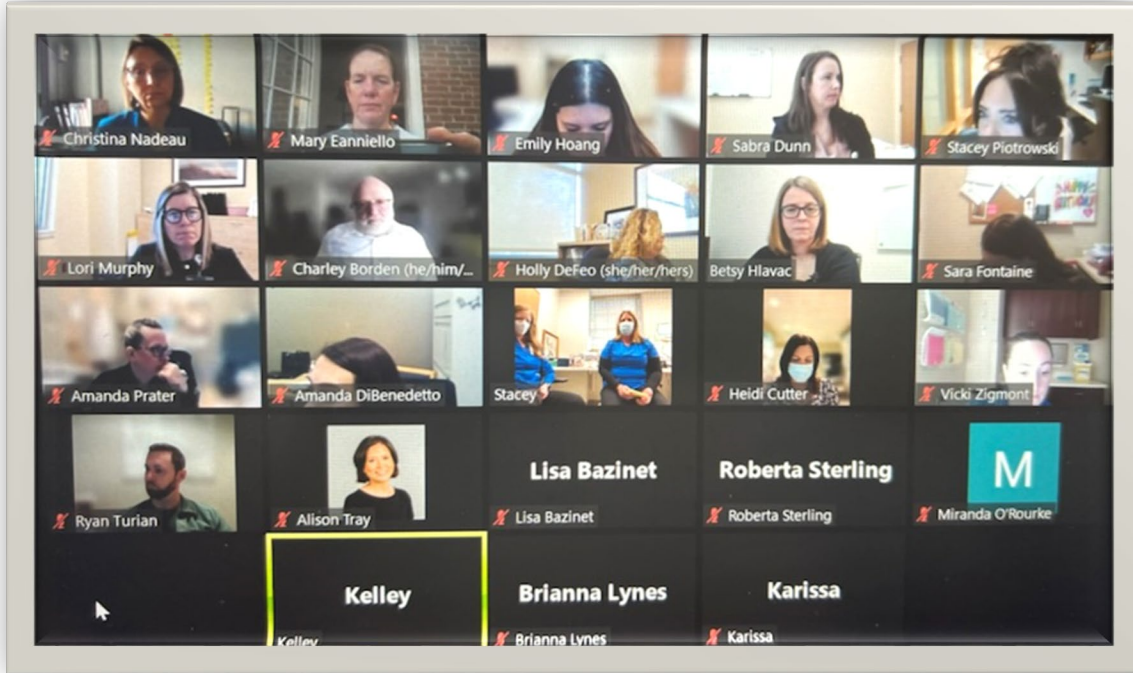
## Quality & Safety Information Sharing:

Empty box for Quality & Safety Information Sharing:

# Improvements

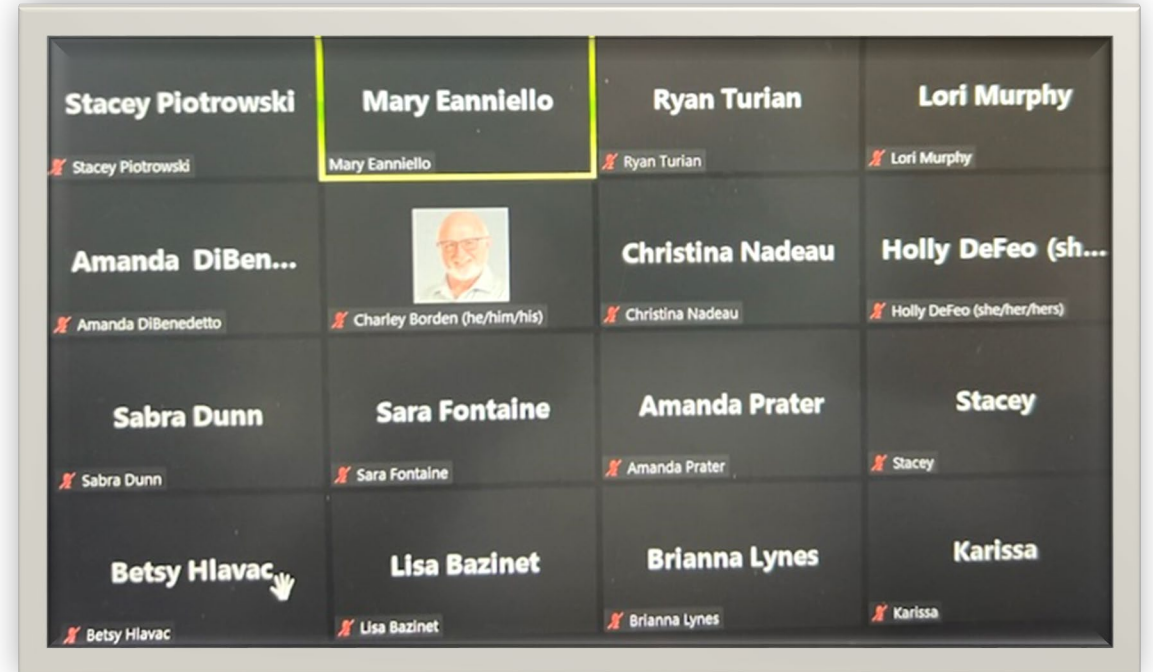


# Thriving Thursdays



Thank you for that meditation!!! Absolutely amazing and exactly what I needed today!! ❤️❤️

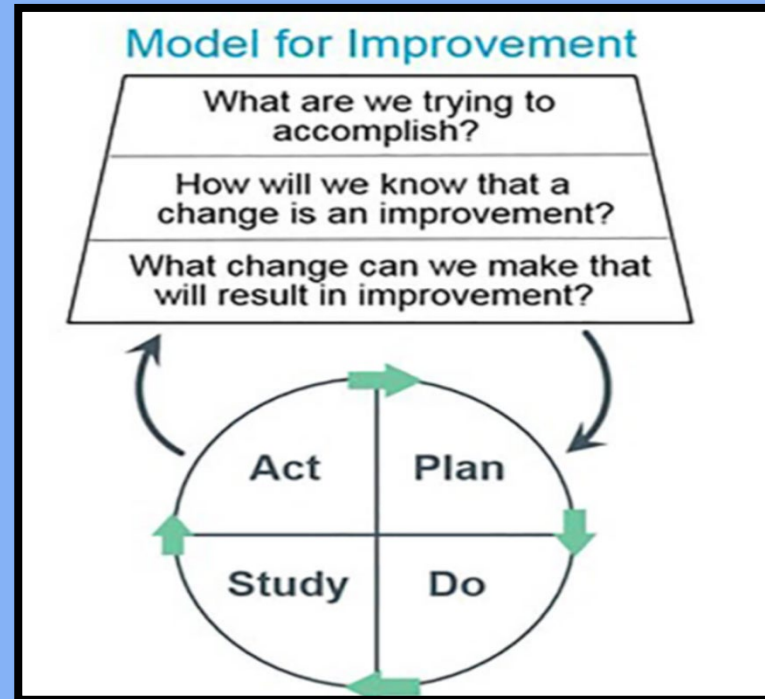
Thank you for the meditation moment. I needed it more than you know this morning!



# Stepping Towards Excellence Together

<https://www.bing.com/videos/search?&q=IHI+Safety+huddle&docid=60802225507857380&mid=60FF7D8BB2E605BE217A60FF7D8BB2E605BE217A&view=detail&form=VDRVRV&ajaxhist=0>

# Conclusion



<https://www.ihl.org/resources/Pages/HowtoImprove/ScienceofImprovementTestingChanges.aspx>

## References & Resources

- [https://www.ihl.org/resources/Pages/Tools/Huddles.aspx?PostAuthRed=/resources/\\_layouts/download.aspx?SourceURL=/resources/Knowledge%20Center%20Assets/Tools%20-%20Huddles\\_75bc6994-c794-432c-b7fc-739278dbdf0f/SafetyToolkit\\_Huddles.pdf](https://www.ihl.org/resources/Pages/Tools/Huddles.aspx?PostAuthRed=/resources/_layouts/download.aspx?SourceURL=/resources/Knowledge%20Center%20Assets/Tools%20-%20Huddles_75bc6994-c794-432c-b7fc-739278dbdf0f/SafetyToolkit_Huddles.pdf)
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- Scoville, R., et. al. Sustaining Improvement. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2016. (Available at [ihl.org](http://www.ihl.org))
- Weiss, B. D., et. al. (2017). Significant and Sustained Reduction in Chemotherapy Errors Through Improvement Science. *Journal of Oncology Practice*, 13(4), 329-336.

