



New York State
Partnership
for Patients



August 8, 2013

To: NYSPFP Key Liaisons

Dear Colleagues,

NYSPFP is pleased to provide you with the enclosed *No Harm Across the Board* posters, which were developed to assist hospitals in enhancing staff engagement around quality and patient safety and promoting patient-centered care. These laminated posters are specific to each of the 10 NYSPFP clinical focus areas and provide space to track the number of days since the last harm events.

The following are suggestions to effectively use the posters at hospitals:

- **Educate frontline staff about the new posters.** It is important for staff to understand the purpose of the posters and ways they should be involved in maintaining the quality of care delivery within each of the 10 NYSPFP clinical areas. Each poster contains a list of helpful reminders on strategies to prevent adverse events in the routine course of care. Staff should be educated about these approaches for reducing harm and encouraged to implement practices to keep prevention in the forefront of care.
- **Display the posters prominently within specific units.** To effectively utilize the posters, NYSPFP recommends that they be displayed at the unit or departmental level to help remind all levels of staff and clinicians of their ongoing responsibilities in reducing patient harm.
- **Stress the importance of focusing on each harm event, and *not* only looking at rates.** The posters specifically provide space for staff to highlight the number of harm events, without including denominator data and rates. Although monitoring rates is an important part of quality improvement, preventing harm events is personal and critical to each patient. Tracking the number of harm events can have a direct impact in empowering frontline staff.
- **Accurately track and document the number of days since the last harm event.** Encourage frontline staff to maintain the posters and consistently update the number of days since the last event. This will allow all levels of staff to be involved and committed to making patient safety a shared responsibility to promote a culture of excellence and sustain improvements.
- **Notice and recognize achievements.** Consider setting and celebrating milestones together when each unit or department achieves its goals. For example, a department-level luncheon for staff after reaching a set number of days without harm events is one way to recognize staff for their efforts.

NYSPFP encourages hospitals to implement these recommendations to facilitate sharing and dialogue around each clinical focus area. There is tremendous staff satisfaction with being educated, involved, and part of the solution, and frontline staff on patient care units can take pride in the ongoing improvements observed daily through these posters.

Please contact your NYSPFP Project Manager if you would like additional suggestions about how to use these posters while engaging frontline staff. NYSPFP will follow up with hospitals in the coming months to request feedback on these posters' impact in your institutions.

Sincerely,

Kathleen Ciccone and Lorraine Ryan
Co-Directors, NYSPFP