



Inspira receives straight A's for patient safety

By John DiAngelo, Inspira Health Network President and CEO

As the leader of a great health network, nothing makes me more proud than receiving recognition for maintaining the safety of our patients. Keeping you safe when you receive care is our most important charge.

At Inspira Health Network, we make sure that safety is at the very core of our culture. As we train every member of our team, we emphasize three key goals that embody our work: to keep patients safe, provide them with clinically excellent care, and exceed their expectations.

Success requires vigilance and continued dedication from every staff member and physician within our network. And, that's why I'm so proud that we recently received another set of awards that demonstrate how our staff and physicians are meeting that challenge and gaining national recognition for excellent care.

All three of Inspira's medical centers in Elmer, Vineland and Woodbury have been recognized for their dedication to patient safety by receiving 'A' grades in the Fall 2016 Leapfrog Hospital Safety Grade. In fact, our medical centers are three of only 25 hospitals in the state to receive this designation. These scores rate how well hospitals protect patients from preventable medical errors, injuries and infections.

Since being introduced three years ago, the Leapfrog Hospital Safety Grade has become one of the most recognized measures of hospital safety in the nation. Each spring and fall, thousands of hospitals are graded based on patient outcomes, availability of specialists and the implementation of technology and processes that have been shown to enhance patient safety.

An A grade is a valuable indicator for patients looking for a safe place to receive care. And now patients in our region can rest assured that they can receive "A-level" care from all three of Inspira's medical centers.

Leapfrog's Hospital Safety Grade is compiled under the guidance of the nation's leading patient safety experts. They examine 30 measures of publicly available hospital safety data to assign A, B, C, D and F grades to more than 2,600 U.S. hospitals twice per year. It is calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public.

Earning straight A's doesn't come easy. It requires guidance and unwavering support from leadership, and a commitment from each department and employee to raise the bar for patient safety. Recently, Inspira committed to raising that bar even higher by embarking upon a transformation to become a high reliability organization to provide even safer care for every patient we serve.

A key part of our high reliability transformation is eliminating events of preventable patient harm. What's the difference between preventing mistakes and eliminating preventable patient harm? An organization focused on eliminating incidents of patient harm recognizes that no one is perfect, but that the principles and tools of high reliability—when consistently followed and applied—can prevent patient harm, even if we do make an honest mistake. By applying layers of checks to the way we provide care, our staff can identify mistakes before they affect our patients.

A great example of a high reliability tool that is now a part of our culture is our daily safety briefings. Leaders, physicians and staff across our network meet every single morning to identify any patient safety concerns or potential safety issues. During the briefings, every participant is asked to be honest and open, and to share any safety concerns, such as high risk patients or safety issues during the last 24 hours, or those that might arise in the next 24 hours.

Ultimately, it's our goal to continue to create a culture of learning, transparency and improvement in the way we provide care to our patients. And I think that earning straight A's from the Leapfrog Group demonstrates that our team is rising to meet that challenge and provide even better care for you and your family.

I would like to thank every employee, physician and volunteer who played a part in helping Inspira Health Network earn three A's for safety at our medical centers in Elmer, Vineland and Woodbury. Like the parent of a child who brings home a report card filled with A's, today I am extra proud—Straight A Proud—of the great team we have here at Inspira.

For more information about Inspira Health Network, please visit InspiraHealthNetwork.org.



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