



## Tackling Issues Quickly Using Quantros SRM™ A Collaborative Team Effort to Improve Patient Care

### The Situation

At Valley General Hospital in Monroe, Washington, a complaint was entered by an Imaging Department staff member concerning inappropriate behavior by an ED nurse. The complaint was sent to the ED and Imaging Managers to investigate. After interviewing the staff involved, it was discovered that the real issue was a patient safety concern. On investigation of this complaint, an ongoing patient safety issue was brought to light.

### The Quantros Solution

Quantros SRM™ is a comprehensive electronic event self-reporting, event tracking, monitoring and workflow management solution. SRM gathers data so healthcare organizations can identify safety issues and track intervention performance in real time.

Quantros SRM™ enabled Valley General to handle this situation very rapidly and in a professional manner, ultimately evolving into a collaborative team effort to improve patient care. The steps taken include:



1. The managers brought this concern back to the staff.
2. That same day the ED nurses discussed this issue resulting in many questions, requiring input from Imaging.
3. The next day, staff researched TNCC for the appropriate protocol.
4. The issue was discussed with the ED Department Chief.

### Key Results

Quantros SRM™ enables Valley General to track, manage, report and resolve patient safety issues easily and quickly. By instantly allowing a concern to go through the event reporting system, Valley General has created a culture of patient safety and cooperation at all levels. It's a perfect example of how an event reporting system can have a positive impact on patient safety.

**“At Valley General Hospital, the Quantros Safety and Risk Management solution (SRM) is part of a change in culture and behaviors, related to building a culture of safety. It really is exciting to see groups of people at all levels of the organization come together to improve processes for our patients.”**

**- Brenda Rogers, Associate Administrator/CNE, Valley General Hospital**

5. The correct protocol was then emailed to all of the ED staff and physicians and copies given to all of the Imaging staff
6. In-services were planned for ED and Imaging staff

### **The Improvements**

By allowing Valley General to track, manage, report and resolve patient safety events in a very rapid manner, a culture of patient safety has been enacted throughout the organization.

“It really is exciting to see groups of people come together to improve processes for our patients,” said Brenda Rogers, Associate Administrator/CNE at Valley General. “This example illustrates changes at all levels of the organization.”

This situation highlights several ways Valley General has improved its processes and patient safety culture using the Quantros event reporting system:

- The system allowed a concern to see the light of day immediately. Previously, more than likely, the report would have been buried on a desk.
- The complaint addressed a patient safety event, not just a co-worker problem.
- The staff receiving the report looked at the issue objectively as a problem to solve without attempting to justify their actions.
- The managers engaged staff in the solution
- Lastly, the groups have engaged in open and honest discussion, all to improve patient safety.

“Every day I see examples of how we are growing both in scope and professionalism,” said Rogers. “I congratulate these nurses on their handling of this situation and celebrate their patient advocacy.”

### **About Valley General Hospital**

Valley General Hospital, located in Monroe, Washington, is a community hospital that provides a wide array of services including inpatient and outpatient surgery, cancer services, childbirth services, lab and diagnostic services, sports medicine and physical therapy, and emergency care.

Two unique services provided by Valley General Hospital are the Chemical Dependency Treatment Services (CDTS) and the Inpatient Psychiatric Treatment Unit (IPTU) program. The hospital also recently opened a Wound Healing Center which includes hyperbaric chambers for pure oxygen therapy. This is complemented by a comprehensive diabetes education program.

[www.valleygeneral.com](http://www.valleygeneral.com).

### **About Quantros**

Quantros provides real-time knowledge creation solutions for benchmarking, patient safety, accreditation and compliance, and outcomes monitoring for more than 2,000 leading healthcare providers, payers, and pharmaceutical manufacturers. Quantros’ web delivered applications provide a standard platform for automating resource intensive manual processes.

Quantros team members include physicians, nurses and healthcare professionals. We are a healthcare information management technology company with a difference; our key product decisions are driven by experts in healthcare quality and performance improvement, safety, compliance, risk management and nursing.

[www.quantros.com](http://www.quantros.com)

## **Contact Quantros**

Discover how the Quantros Safety and Risk Management (SRM) solution can help your organization reduce the risk and impact of preventable medical events.

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