



ARMY

NAVY

AIR FORCE

MARINES

Standardize. Optimize.



# CQM NEWSLETTER

Special Edition: RRC Safety Communication Bundle

## SCB HIGHLIGHTS

\* CAC-enabled link

### Implementing the Safety Communication Bundle

By Ms. Heidi King, MS, FACHE, CPPS, PCC

DHA Chief, Patient Safety Program

The DHA Patient Safety Program is excited to share more information about the Ready Reliable Care Safety Communication Bundle (RRC SCB) resources, designed to standardize six measurable practices to improve patient safety in the Military Health System. Our resources – available this FY22 Q1 – will help you to: implement the 6 Safety Communication Bundle practices, distribute job aids, track progress, measure practice compliance, submit quarterly data, and participate in quarterly Safety Forums.

Ready Reliable Care describes all Military Health System (MHS) efforts to become a high reliability organization (HRO). An HRO strives for zero preventable harm and promotes continuous learning and improvement, despite operating in complex or high-risk environments. To achieve these goals, leaders at all levels must foster an atmosphere of mutual trust and respect, empowering staff members to identify and express safety concerns, mitigate risk, and appropriately resolve situations that can lead to patient safety events, as well as workforce burnout.

Through its focus on early identification and mitigation of safety concerns, the RRC Safety Communication Bundle supports these efforts, providing the means for leaders, providers, and staff to promote safety and quality of care, as well as staff well-being and team resilience.

[SCB Introductory Video](#)

[SCB Information Portal](#) \*

[SCB Six Practices](#) \*

[SCB Webinar](#)

[SCB Micro-Learning](#) \*

**\*\*COMING SOON\*\***



SCB officially launches with publication of:

- Surgical and Procedural Patient Safety Practices (DHA-PI 6025.44)
- Ready Reliable Care Safety Communication Bundle (DHA-PI 6025.45)



## Standardize 6 Measurable Practices to Improve Patient Safety

### 1 Leader Daily Safety Briefs

Leaders at all levels identify and discuss issues that have occurred or are likely to occur.

### 2 Safety Leadership Rounds (WalkRounds™)

Leaders conduct informal conversations with staff about safety issues, including factors related to patient safety and staff well-being.

### 3 Unit-Based Huddles

Multi-disciplinary teams huddle at the beginning of the day, shift, or event of care to review the plan and resources, address questions, elevate issues to leadership, and reduce burnout factors.

### 4 I-PASS

Illness Severity, Patient Summary, Action List, Situational Awareness and Contingency Planning, Synthesis by Receiver.

- During each handoff, systematically share the I-PASS information.

### 5 Surgical Briefs and Debriefs

- Before surgery, work as a team to review the plan.
- After the surgery, review the case and team actions, then discuss opportunities for improvement.

### 6 Universal Protocol

- Check that you have the right person, procedure, and site.
- Mark the surgical site.
- Conduct a time-out before the surgery starts.



**READY RELIABLE CARE**

**Safety Communication Bundle**

- I**llness Severity
- P**atient Summary
- A**ction List
- S**ituation Awareness & Contingency Planning
- S**ynthesis by Receiver

Badge Cards

**READY RELIABLE CARE**

**Safety Communication Bundle**

1. Leader Daily Safety Briefs
2. Safety Leadership Rounds
3. Unit-Based Huddles
4. I-PASS
5. Surgical Briefs & Debriefs
6. Universal Protocol

- These SCB products were sent to parent MTFs for distribution to area MTFs.
- Digital files will be available to MTFs in Q2.

**DEFENSE HEALTH AGENCY PROCEDURAL SAFETY PRACTICES**

**1 BRIEF PRIOR TO THE START OF THE PROCEDURE**

**2 TIME-OUT IMMEDIATELY BEFORE SKIN INCISION / PROCEDURE**

**Team Introductions: Name & Roles**

**PATIENT (IF ALERT)**

- Name, date of birth, and allergies
- Procedure
- Procedure site and laterality
- Questions or concerns

**PROVIDER**

- Procedure
- Required instruments / supplies
- Expected specimens
- Potential complications
- Ancillary requests (X-ray, etc.)
- Post-procedure plan
- Fire Risk Assessment
- "Speak up at any time for safety issues"

**ANESTHESIA (IF APPLICABLE)**

- Antibiotics / Allergies
- Anesthesia plan
- Other requirements
- Questions or concerns

**NURSE/TECHNICIAN (IF APPLICABLE)**

- Equipment / instrument / etc.
- Correct positioning
- Questions or concerns

**All team members cease activity and actively participate in time-out**

**TIME OUT**

- Patient identification (name and date of birth) and allergies
- Signed and complete consent(s)
- Surgical site marking visible
- Appropriate patient positioning
- Correct and relevant imaging, verified implants, devices, and specialty equipment, and blood products are available as requested
- Regional anesthetic performed (location, technique, local anesthetic used)
- Antibiotics or other medications (e.g., dexamethasone, TXA) administered if required, and need for antibiotic re-dosing or specific irrigation fluids addressed
- Fire Risk Assessment
- Team agrees on procedure to be done

SOURCE: DHA-PI 6025.44, Surgical and Procedural Patient Safety Practices, and DHA Universal Protocol Checklist, Procedure Version.

**READY RELIABLE CARE**

**DHA**

**I**llness Severity

- Stable, "Watcher," Unstable

**P**atient Summary

- Summary statement
- Events leading up to admission
- Hospital course
- Ongoing assessment
- Plan

**A**ction List

- To do list
- Timeline and ownership

**S**ituation Awareness & Contingency Planning

- Know what's going on
- Plan for what might happen

**S**ynthesis by Receiver

- Receiver summarizes what was heard
- Asks questions
- Restate key actions / to do items

**DEFENSE HEALTH AGENCY SURGICAL SAFETY PRACTICES**

**1 BRIEF BEFORE PATIENT ARRIVES IN OPERATING ROOM**

**2 TIME-OUT IMMEDIATELY BEFORE SKIN INCISION / PROCEDURE**

**3 DEBRIEF BEFORE PATIENT LEAVES OPERATING ROOM**

**Team introductions: Name & Roles**

**SURGEON**

- Procedures and patient plan review
- Required instruments / supplies
- Expected specimens
- Implant verification
- Potential complications / blood loss
- Ancillary requests (X-ray, Reqs, etc.)
- Post-op Plan (PACU, ICU, etc.)
- Critical Moments of the case (no counting, no breaks or staff changes, etc.)
- Fire Risk Assessment
- "Speak up at any time for safety issues"
- Questions or Concerns

**ANESTHESIA**

- Antibiotics / Allergies
- Anesthesia plan / Regional anesthesia
- Blood availability
- Planned relief / staff changes / handoffs
- Questions or concerns

**NURSE / TECHNICIAN**

- Equipment / instrument / Supply / Implants
- Contact precautions
- Correct bed / positioning
- Planned relief / staff changes / handoffs (avoid Critical Moments)
- Questions or concerns

**All team members cease activity and actively participate in time-out (as safety permits)**

**TIME OUT**

- Patient identification (name and date of birth) and allergies
- Signed and complete consent(s)
- Surgical site marking visible
- Appropriate patient positioning
- Correct and relevant imaging, verified implants, devices, and specialty equipment are available as requested
- Antibiotics administered (if required), and need for antibiotic re-dosing or specific irrigation fluids addressed
- Fire Risk Assessment
- Team agrees on procedure to be done

**All team members actively participate**

**SURGICAL TECH**

- Instrument, sponge, and needle counts correct
- What went well
- Concerns / recommendations

**NURSE**

- Instrument, sponge, and needle counts correct
- Specimens, including labeling and disposition
- Wound classification
- What went well
- Concerns / recommendations

**ANESTHESIA**

- Recovery plan
- Post-op disposition
- What went well
- Concerns / recommendations

**SURGEON**

- Name all procedures performed
- Specimens verification
- Implants verification
- What went well
- Concerns / recommendations

**Capture Debrief Information**

SOURCE: DHA-PI 6025.44, Surgical and Procedural Patient Safety Practices, and DHA Universal Protocol Checklist, Operating Room Version.

The Safety Communication Bundle (SCB) Information Portal was established to provide patient safety professionals a centralized location to obtain policy documents, implementation guides, roll-out plans, webinars, micro-learning videos, information sheets and other resources that will help guide the Safety Communication Bundle implementation process.

**Click the link below to access the portal.**

<https://go.usa.gov/xea8j>

(CAC-enabled link)

**DHA**  
Defense Health Agency

**Safety Communication Bundle  
Information Portal**

**READY  
RELIABLE  
CARE**  
ANYTIME  
ANYWHERE

Welcome to the one-stop-shop for all resources related to the Ready Reliable Care **Safety Communication Bundle (SCB)**, a set of six standardized communication practices as outlined in DHA Procedural Instruction 6025.45.

**IMPLEMENTATION TOOLS**

**Input and analyze your data; track your facility's progress.**

<p><b>Enter Quarterly Data</b></p> <p>Input your facility's quarterly implementation data.</p> <p><a href="#">Access Data Input Tool</a></p>	<p><b>Use Tracers and Trackers</b></p> <p>Access <b>tracers</b> and <b>trackers</b> for implementation.</p> <p><a href="#">Access Tracers &amp; Trackers</a></p>	<p><b>Ask Questions; Find Answers</b></p> <p>View <b>FAQs</b>, submit questions, &amp; connect with <b>SCB coaches</b>.</p> <p><a href="#">Access the FAQs</a></p>	<p>RRC-SCB Introduction Brief By Alfred Rodriguez</p> <p><a href="#">Click video to play</a></p>
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**LEARNING RESOURCES**

**View videos, webinars, job aids, and other resources for all six SCB practices.**

<a href="#">Procedural Instructions &amp; Implementation Guidance</a>	<a href="#">1. Leader Daily Safety Brief</a>	<a href="#">2. Safety Leadership Rounds</a>	<a href="#">3. Unit-Based Huddle</a>
<a href="#">Overview of SCB Initiative</a>	<a href="#">4. I-PASS</a>	<a href="#">5. Surgical Brief / Debrief</a>	<a href="#">6. Universal Protocol</a>

**PATIENT SAFETY LINKS**

**DOD LINKS**

- [DoD Patient Safety Program](#)
- [High Reliability Network \(Ready Reliable Care\)](#)
- [Ready Reliable Care Communication & Education Resources](#)
- [Patient Safety Learning Center – Home Page](#)

**DOD LINKS (CONT.)**

- [DoD Patient Safety Culture Survey](#)
- [Patient Safety Initiatives](#)
- [Patient Safety Calendar](#)
- [Patient Safety Products \(including I-PASS posters & badge cards; Surgical and Procedural Safety posters\)](#)

**EXTERNAL LINKS**

- [Institute for Healthcare Improvement](#)
- [National Quality Forum](#)
- [The Joint Commission](#)
- [National Patient Safety Goals](#)