

Digitizing Processes

Transitioning the Safety Huddle Template from Paper to Electronic



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Lessons Learned

To ensure the successful incorporation of new practices, sufficient pilot testing and surveying end-users for feedback is necessary in the digitizing of traditional processes to streamline workflows.

Description

Safety huddles play a critical role in ensuring that discussions around patient safety and quality of care concerns are occurring. At Humber River Hospital (HRH), clinical areas conduct safety huddles as part of their daily practice. Traditionally, a paper template was used to facilitate safety huddle discussions. Information from completed templates were then manually transcribed into an electronic document to be stored for future reference. Being a digital organization, HRH prioritizes the digitization of existing processes. As a result HRH designed an electronic safety huddle template. Replacing the paper version, this new template allows data to entered and stored electronically in real-time during safety huddles.

Actions Taken

- Utilized digital platforms to transform the paper safety huddle template to an electronic format.
- Pilot tested on inpatient units to determine effectiveness and incorporation into workflows.
- Conducted surveys with end-users to evaluate their experiences and identify areas for improvement.

Summary of Results

The initial pilot of the electronic safety huddle template was well received, with staff consistently completing the new template. 66% of staff responded positively to the use of the new electronic template, citing that this streamlined process eliminated the need manage paper records. This also meant a reduction in human resources, as additional staff were no longer needed to transcribe huddle data. Continuous collection of end-user feedback supports an iterative improvement process for the electronic safety huddle template.



Figure 1. Traditionally, paper huddles that have built up from different clinical areas in about a six-month period. By entering safety huddle data in bulk after collection, there is a delay in timely transcription of data. The new electronic safety huddle template is able to remove this additional process as users complete the new template in real-time.

Overall Satisfaction with Electronic Safety Huddle Template

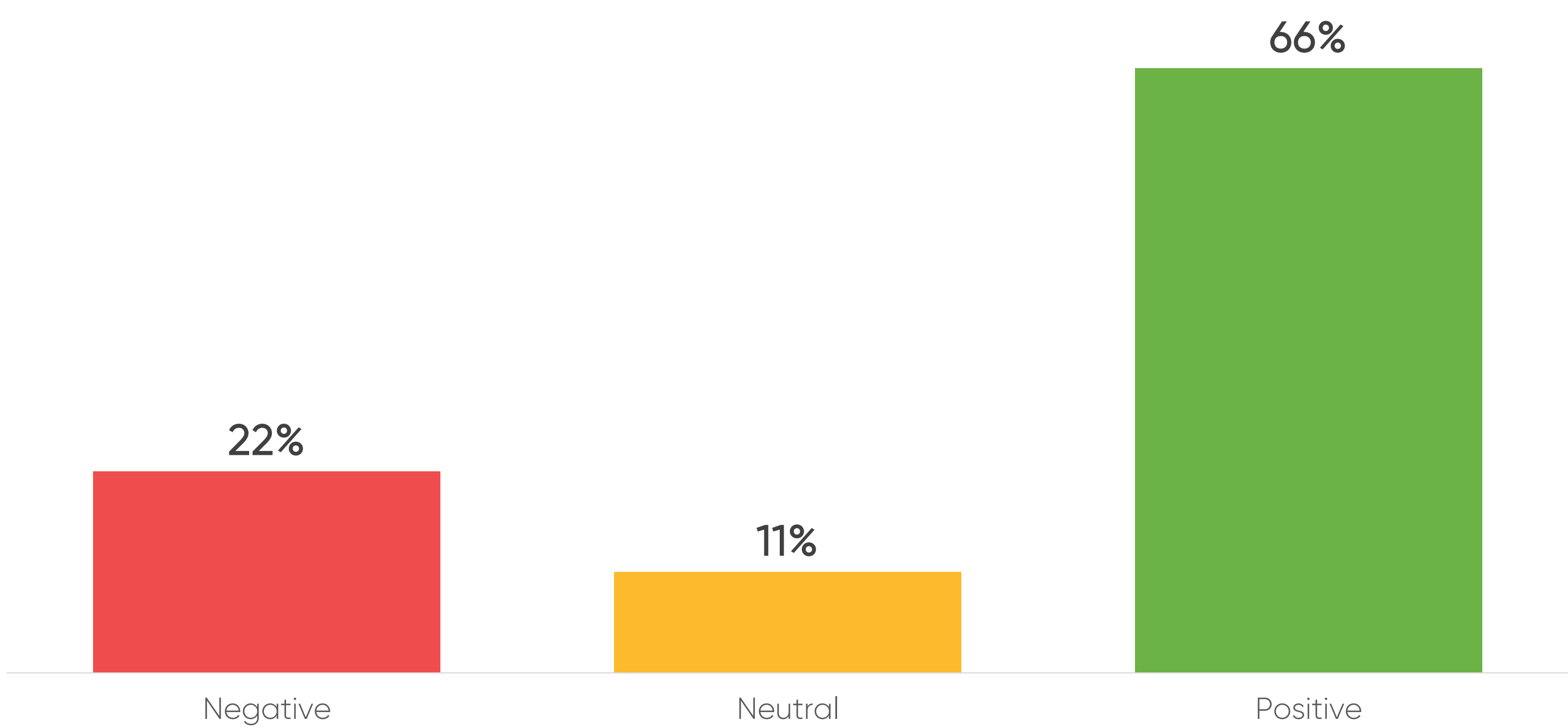


Figure 2. Survey Data showed that 66% of participants had positive responses to the new electronic safety huddle template.

Figure 3. Screenshot of the electronic safety huddle template used on the pilot units.