

Leading the Way in Patient Safety

SAFETY FIRST

At EMA, we are dedicated to providing and supporting patient-centered, team-based care that keeps safety as a top priority. Our regional network of physician leaders works closely with each other, our hospital partners and national leaders to ensure that our hospitals and teams will “Lead the Way” in safety and quality in their departments, hospitals, the region and the nation.

As your partner in care, we will ensure that clinical and operational best practices for safety and high reliability are achieved. If a clear solution does not exist, we will help create one.

Here are some of our recent regional and national safety successes:

CODE SEPSIS PROTOCOL

Our team of physician leaders at the Charles Regional Medical Center worked closely with hospital leaders and clinicians to develop and implement a sepsis protocol that showed a

dramatic decrease in mortality from sepsis. The success of the protocol led to the hospital receiving the 2014 Minogue award for innovation in safety.

Our physician leaders will be working with the Maryland Hospital Association to develop a toolkit to help other hospitals achieve success with sepsis management.

SAFER SIGN OUT

Developed by EMA’s Safety Leadership Group, Safer Sign Out is now a national safety innovation that is being implemented in hospitals throughout the Mid-Atlantic and across the U.S. The process is a novel patient-centered, team-based approach for ED physician handoffs that is utilized by all of our partner hospitals.



The banner features the "SAFER SIGN OUT" logo on the left, which includes a blue square with a white icon of a hand holding a pulse line. To the right of the logo are the links "Safer Sign Out »" and "Getting Started »". Below the logo and links, the text "Safer Sign Out Tool Kit" is displayed in a large, white, serif font. Underneath, the phrase "Now Available!" is followed by a list of items: "Implementation Introductory Letter", "Director's Implementation Guide & Checklist", "Clinician & Director's Video Training Guide (Narrated/Video)", "Clinician's Guided Practice Solution (GPS)", "Monthly Online Coaching Sessions", "Safer Sign Out Form (customizable PDF)", and "And More!". A white left-pointing arrow is located to the left of the list.

The National Patient Safety Foundation (NPSF), the American Society of Healthcare Risk Managers (ASHRM), the Emergency Medicine Patient Safety Foundation (EMPSF) and the Maryland Patient Safety Center have featured Safer Sign Out and advanced the protocol on a national dissemination. Safer Sign Out has also been featured in the Wall Street Journal Market Watch, AMA News, ACEP News, Patient Safety and Quality Healthcare Journal and ED Management.

Access to the Safer Sign Out resources and tools is available on SaferSignOut.com.

EMA SAFETY LEADERSHIP GROUP

Each site has a physician safety representative to help engage the department in safety initiatives and activities. The physician is part of network of EMA leaders that collaborate to develop innovations for safety improvement and high reliability. Our proactive and focused approach is unique in the industry.

CULTURE OF SAFETY

We highly value the culture of safety in all of our departments and work to foster success for our teams. EMA was the first emergency practice group in the county to independently engage the AHRQ culture of safety assessment and develop individualized action plans. We also encourage our physicians to participate in their hospital assessment of culture and safety improvement.

FUTURE INITIATIVES

Your future success in safety is one of our greatest priorities. EMA is actively developing initiatives and innovations to share with all of our hospital partners and teams in critical areas such as:

- Inter-department handoffs
- Airway Safety
- Risk awareness
- Clinical Standardization
- Team communication

TOGETHER, LEADING THE WAY

