

## TRAINING MODULE: PATIENT SAFETY INTERVENTION

**PURPOSE:** To empower Hospital staff (employees, medical staff, contracted staff, students, and volunteers) to intervene when potential patient harm is identified without fear of blame or retaliation.

**POLICY:** All Hospital staff has the responsibility and authority to immediately intervene to prevent a patient safety event that could result in patient harm. It is the expectation that any person providing patient care will immediately respond to a "STOP" request to reassess the patient's safety.

### DEFINITIONS:

#### Patient Safety Event

An actual or potential patient safety event that might result in the permanent harm to a patient

#### Imminently Harmful Situation

An immediate or potential threat to life, limb, organ or function

### PROCEDURE:

1. Any person who observes or becomes aware of an imminently harmful situation in patient care has the authority and responsibility to intervene and request the process to stop in order to clarify the patient safety situation. This person should state in a firm, clear and respectful manner: "STOP, I have a patient safety concern."
2. The "STOP" request needs to be clear and timely to restore patient safety while minimizing intrusion into the process of care.
3. Hospital staff will assertively voice concern at least two times to ensure the request has been heard.
4. When there is noncompliance in responding to the "STOP" request, the Chain of Command process is invoked by contacting the appropriate immediate supervisor.
5. When the immediate needs of the patient are resolved, the immediate supervisor will report the noncompliance to the appropriate department manager(s).
6. The immediate supervisor will be responsible for completing an Event Report and forwarding the report to the Risk Manager (ext. 7047) for investigation.
7. If a member of the medical staff is involved in the noncompliance, the Chief of the Medical Staff will be required to assist with an investigation.
8. Threats of or actual retaliation to a person invoking a "STOP" request will not be allowed. All threats of or actual retaliation will be forwarded to the Human Resource Director for investigation.
9. Hospital staff will receive training on patient safety intervention procedure during orientation and periodically to ensure compliance.