

Past William O. Robertson Patient Safety Award recipients —

2009

Samaritan Physicians implemented a Standing Order project that authorizes nurses and other staff to carry out a medical order according to practice approved protocols without a provider's exam. Specific targets for standing orders include screening for diabetes, cholesterol, HDL, osteoporosis, mammograms and adult immunizations. They track these health maintenance measures with their EMR and monitor progress through quarterly data extractions. The results are given to individual providers as a report card for their practice.

2008

The Wenatchee Valley Medical Center developed and implemented a standardized summary of the patient's medical history, or Patient Profile, that is incorporated into the clinic's computerized medical record. At the end of 2006, only 50% of patients had completed a profile. By implementing a program where every member of the health that interacted with a patient was encouraged to complete or update a Patient Profile, WVMC set a goal of achieving a 75% completion rate by the end of 2007. But, with more emphasis and a team approach, it achieved an overall rate of 85%, with some practices within the group achieving a 99% completion rate.

2007

Bellingham Anesthesia & Surgical Consultants is a 64-physician organization with practices in multiple sites. Under the leadership of Dr. Michael Lawrence, the organization re-organized and began a patient safety program that includes becoming recognized as a Continuous Quality Improvement Program by the Washington State Department of Health, initiating a patient satisfaction questionnaire, initiating safety and complaint reports, a process to review informed consents, and patient take home handouts.

Columbia Basin Health Association provides primary health care services to medically indigent and migrant workers in Central Washington. The organization implemented a medication reconciliation program that included primary care physicians, physician assistants, nurses, specialists and pharmacists. CBHA provides medication tote bags and encourages patients to keep all of their medications in the bag and to bring it, with their medications, to each medical encounter.

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2006

UW Medicine Neighborhood Clinics developed an anticoagulation management program that resulted in patients and their physician receiving results of blood test within 30 minutes, an increase in the percent of the population managed, and an improvement in the number of patients within an acceptable INR range.

Northwest Emergency Physicians of Team Health for improving hand-offs by developing a creative educational program on DVD that increases awareness of the problems regarding hand-offs in the ED, and developing clear hand-off policies and procedures.

Children's Hospital and Regional Medical Center for improving the safety of patients with an implantable device who are scheduled for an MRI. This effort integrated changes in its CPOE and CIS to identify and flag patients who have an implanted device and are scheduled for an MRI.

Group Health Cooperative for developing a web based system of reporting unusual occurrences. The effort has resulted in an average of 233 unusual occurrences being reported per month.

Seattle Radiologist group developed and implemented guidelines for screening and identifying patients who are at high risk to suffer contrast-induced nephrotoxicity when being scheduled for CT exams.

Spokane County Medical Society took a leadership role in developing a community-wide laterality and pause policy that is now in place in every facility for all surgical personnel.