



KAISER PERMANENTE

Los Angeles Medical Center Policies and Procedures

Location: LOS ANGELES MEDICAL CENTER	Old Policy Number: NEW	On-Line Policy Number: 8201
Section: QUALITY	Effective Date: 12/17	Page: 1 of 2
Title: SAFETY CHECK	Review / Revise Date:	
Approved by: PATIENT SAFETY COMMITTEE – 12/12/17 WORKPLACE SAFETY STEERING COMMITTEE – 10/13/17 POLICY & PROCEDURE COMMITTEE – 01/18 MEDICAL CENTER ADMINISTRATIVE TEAM – 01/18	<input checked="" type="checkbox"/> Medical Center Wide <input type="checkbox"/> Department Specific <input type="checkbox"/> Ambulatory <input type="checkbox"/> Hospital	<input checked="" type="checkbox"/> Non-Clinical <input type="checkbox"/> Clinical
Owner/Responsible Party: Workplace Safety; Patient Safety		

Workplace Safety Key Points (WSKP) are included in this document for your protection.

1. Always use Standard Precautions including Personal Protective Equipment (PPE) when handling any blood/body fluid, liquids, and chemicals (e.g. disinfectant) or when handling spills.
2. Handwashing is the single most effective means of controlling the spread of infection; remember to always **WASH YOUR HANDS**.
3. Use proper body mechanics and equipment during patient transfer and/or repositioning. When lifting, bend at the hips and/or knees and keep your back straight. Ensure your work area is ergonomically correct.
4. Dispose of Sharps according to policy and procedure. **NO NEEDLE RECAPPING**

REFERENCES:

- Los Angeles Medical Center P&P # 2028 Escalation Policy, Chain of Command/Escalation of Concern
- Agency for Healthcare Research and Quality TeamSTEPPS 2.0 @ <http://teamstepps.ahrq.gov/>

PURPOSE:

To establish and maintain a safe work environment for employees, physicians and patients by implementing specific “stop the line” language that allows for the prompt escalation and resolution of safety concerns.

SCOPE:

This policy applies to any individual in the workforce including, but not limited to:

- All workforce members of the Kaiser Foundation Health Plans (KFHP), Kaiser Foundation Hospitals (KFH), and their subsidiaries as well as their vendors, subcontractors, volunteers, employees, agents, and directors.
- All physicians and non-physician employees of the Southern California Permanente Medical Group (SCPMG).

DEFINITIONS:

- **Two-Challenge Rule** – An advocacy and assertion tool that empowers all team members to “stop the line” if they perceive or discover an essential safety breach.
- **CUS** – TeamSTEPPS advocacy and assertion language that can be used to frame and clarify a safety concern in a firm but respectful manner.

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POLICY:

1. All physicians and staff have the responsibility and authority to immediately intervene to protect the safety of a staff member or patient, to prevent an accident, or to avert any situation that warrants immediate intervention.
2. Any physician or staff member who has a concern regarding employee/patient safety or security is responsible for speaking up and escalating the concern, if appropriate, until the issue is fully resolved.
3. Physicians and staff shall use the term "Safety Check" whenever they perceive that proceeding will jeopardize the safety of themselves, another staff member or the patient.
4. The physician or staff member who calls the "Safety Check" may use additional language (CUS) to clarify the safety concern including:
 - a. I am concerned about...
 - b. I am uncomfortable with...
 - c. This is a safety issue because...
5. When a physician or staff member announces a "Safety Check", all participants within the questioned situation shall immediately stop to assess the situation and the decision maker shall address the safety concern.
6. If the initial communication of "Safety Check" does not restore safety or resolve the employee or patient safety issue, the concern shall be escalated to the decision maker again using the "2 Challenge Rule".
7. The "2 Challenge Rule" requires that:
 - a. The staff member escalating the concern repeats the concern again using clarifying language, i.e. CUS,
 - b. The decision maker acknowledges the concern and addresses the concern and rationale for the course of action to be undertaken,
 - c. The participants within the situation come to an agreement on the course of action to be undertaken,
 - d. The agreed upon course of action is undertaken and the issue is resolved.
8. Resolution occurs when the team member receives an explanation that appropriately addresses the issue, answers the team member's questions and relieves the concern.
9. If, at any time, the physician or staff perceives that issue is not resolved, or that the appropriate action is not being taken or that the concern has not been adequately addressed, the physician or staff shall escalate the issue utilizing the Chain of Command until the concern is fully resolved.
10. Escalation shall be carried out in a manner that is effective in restoring employee and/or patient safety while minimizing the delay or intrusion into work processes.
11. Escalation of concerns shall follow Los Angeles Medical Center Policy 2028—Escalation Policy, Chain of Command/Escalation of Concern.
12. Timely and appropriate care of the employee or patient takes precedence at all times.