



## STAFF ACTIVITY PLANNING GUIDE

This Staff Activity Planning Guide is intended to compliment other components of the *Keeping Kidney Patient Safe* web site, including the Patient Safety Improvement Plan Basics. The Guide will assist you in launching or expanding your facility's Patient Safety Improvement Plan staff training and education. As part of the Centers for Medicare and Medicaid Services (CMS) Conditions For Coverage for End Stage Renal Disease Facilities, dialysis facilities are required to develop, implement, maintain, and evaluate an effective, data-driven quality assessment and performance improvement program with participation by the professional members of the interdisciplinary team. **To meet the conditions, the program must include, but not be limited to, an ongoing program that achieves measurable improvement in health outcomes and reduction of medical errors by using indicators or performance measures associated with improved health outcomes and with the identification and reduction of medical errors. Additionally, the dialysis facility must measure, track and analyze, quality indicators or other aspects of performance that the facility adopts or develops that reflect processes of care and facility operations. These performance components must influence or relate to the desired outcomes or be the outcomes themselves.**

Staff training is critical to meeting these goals. As you develop your program, keep in mind that all staff play a valuable role in kidney patient safety. They are the eyes and ears of your dialysis unit. Base staff training topics and specifications on your facility's Patient Safety Improvement Plan.

This Staff Activity Planning Guide offers tips for presenting patient safety systems in structured training and for reinforcing those skills by incorporating learning opportunities into ongoing activities.

### Structured Training

During training classes, including new employee orientation sessions, consider the following activities:

- Lecture/PowerPoint based training activities on safety topics
- Simulation and role-playing on specific safety issues
- Staff brainstorms on identifying factors contributing to lapses in safety and possible solutions
- Word Search and crossword puzzles
- Games such as "What's wrong with this picture?" or "Safety Jeopardy"
- Discuss communication tools/protocols/procedures
- Screening of videos to support training goals
- Written, self-graded quizzes following lecture presentations
- A patient safety pledge signed by all staff

### Ongoing Reinforcement

Regularly reinforce Patient Safety systems by incorporating some of the following activities:

- Topic of the Month safety theme activities
- Word Search and crossword puzzles
- Guest speakers who visit dialysis facilities to speak on topics of patient safety
- Staff roundtable group discussions on specific safety topic
- Games such as "What's wrong with this picture?" or "Safety Trivia"
- Screening of videos to support training goals
- Written, self-graded quizzes following lecture presentations
- Regular safety meetings
- Employee recognition program to highlight contributions of individual staff members to improved patient safety

- Safety Patrol teams to inspect the facility for possible safety lapses on a monthly basis and report to staff gatherings
- A patient safety pledge signed by all staff

### Visual Reminders to Reinforce Patient Safety

Visual reminders of patient safety help to reinforce safety messages. Materials available on the *Keeping Kidney Patients Safe* web site support implementation of your facility's Patient Safety Improvement Plan by providing key messages specific to prevention of adverse events and to maintaining a patient-centered model of care.

Materials could include anything that can be used throughout the facility as constant reminders, such as:

- » Posters
- » Mouse pads
- » Magnets
- » Screen savers

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*Lecture/PowerPoint based training activities on safety topics*—Use a lecture format to present details of the facility's Patient Safety Improvement Plan; background data and published case studies on patient safety topics; dialysis-specific patient safety scenarios; facility-specific patient safety data per ongoing evaluation. Incorporate discussion into the presentation to engage adult learners, leverage staff members' experience with one another, and reinforce information presented.

*Simulation and role-playing on specific safety issues*—Involve staff in training classes by drawing them into role-playing activities that simulate dialysis events and offer opportunities to practice patient safety systems detailed in the facility's Patient Safety Improvement Plan. Individuals observing the role play become involved providing feedback, including positive reinforcement and critiques of areas in need of improvement. Consider recording simulations for use in future trainings.

*Word Search and Crossword Puzzles*—Regularly add these to newsletters, email them to staff, and distribute hard copies, or incorporate them into structured training. They're fun and reinforce the need to keep patient safety a daily priority. Make your own puzzles quickly at

<http://puzzlemaker.discoveryeducation.com/>

<http://www.puzzle-maker.com/>

<http://edhelper.com/crossword.htm>

*Games such as "What's wrong with this picture?" or "Safety Trivia"*.—Create hard copies of picture-based quizzes for distribution during training classes or for ongoing reinforcement, or include them as part of a PowerPoint presentation/lecture to engage individuals. A team-based or individual Safety Trivia game is a fun and engaging tool for reinforcing specific information presented during a class.

*Staff brainstorms on identifying figures contributing to lapses in safety and possible solutions*—Incorporate this activity into training classes or as a refresher during staff meetings. Use it as a reinforcement tool to prevent adverse events, or as a real-life problem-solving strategy if ongoing evaluation identifies a facility-specific patient safety problem.

*Screening of videos to support training goals*—Review simulations taped during facility-specific training classes, or purchase commercial training tapes.

*Written, self-graded quizzes following lecture presentations*—"Tests" reinforce information presented in lectures; individuals may refer back to quizzes as an ongoing reinforcement as well.

*Patient safety pledge signed by all staff*—Incorporate principles stated in the facility's Patient Safety Improvement Plan. Turn it into a poster that can be hung in a staff-only area as well as a high-traffic area of the facility where it is visible to patients, family, and all staff.

*Topic of the Month safety theme activities*—Rotate themes each month. Post reminders in staff-only areas; email relevant articles to staff; include specific data and/or sections of the Patient Safety Improvement Plan in newsletters; utilize articles from the *Keeping Kidney Patients Safe* web site; devote part of staff meetings to reviewing theme-specific systems or elements of the facility's plan.

*Guest speakers to present on patient safety topics*—Arrange all-staff and/or staff/patient and family forums to maximize a guest speaker's presentation.

*Regular safety meetings*—Scheduled meetings keep patient safety a priority, open the lines of communication, and support teamwork among staff with different roles within the facility.

*Employee recognition program*—Highlight contributions of individual staff members who improve patient safety by creating a Keeping Kidney Patients Safe Employee of the Month or similar program. Recognize the individual in the facility's newsletter, at staff meetings, via a plaque hung in a high-traffic area, and/or announcement posted on bulletin boards. Public recognition should be specific to the patient safety actions for which the person was selected.