

## References: Worker & Patient Safety

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### Article #1

The Joint Commission. (2013). Improving patient and worker safety. *Journal of Nursing Care Quality*, 29 (2), 99-102. Retrieved from <https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/patient-safety/tjc-improvingpatientandworkersafety-monograph.pdf>

\* This monograph is also accessible through the [American Hospital Association](https://www.aha.org/guidesreports/2012-11-19-improving-patient-and-worker-safety-opportunities-synergy-collaboration) site <https://www.aha.org/guidesreports/2012-11-19-improving-patient-and-worker-safety-opportunities-synergy-collaboration>

### Overview:

#### **Improving patient and Worker Safety**

This monograph was developed by The Joint Commission in collaboration with the National Institute for Occupational Safety and Health, National Occupational Research Agenda (NORA) Healthcare and Social Assistance Sector Council. The purpose is to increase awareness of opportunities for synergy between patient and worker health and safety activities. This document uses examples and stories to describe the importance of safety culture and reasons why high reliability organizations are concerned for both patients and health care workers. This document:

- Provides examples of effective practices to integrate patient and worker safety and associated benefits and potential savings through collaboration
- Identifies structural and functional management systems/processes to successfully integrate health and safety activities
- Describes barriers to patient and worker safety with action steps to improve safety for both.

Article excerpt:

“Health care professionals whose focus is on occupational health and safety are likely aware of additional statistics that are less well known: Health care workers experience some of the highest rates of nonfatal occupational illness and injury—exceeding even construction and manufacturing industries. Furthermore, a recent report based on health care claims data indicates that hospital workers have higher health risks and are more likely to be diagnosed and hospitalized for chronic medical conditions.”

## **Article #2**

Loeppke, R., Boldrighini, J. Bowe, B. Braun, B. et al. (2017). Interaction of health care worker health and safety and patient health and safety in the US health care system: Recommendations from the 2016 summit. Retrieved from [https://acoem.org/acoem/media/News-Library/Interaction\\_of\\_Health\\_Care\\_Worker\\_Health.pdf](https://acoem.org/acoem/media/News-Library/Interaction_of_Health_Care_Worker_Health.pdf)

### **Overview:**

#### **Interaction of Health Care Worker Health and Safety and Patient Health and Safety in the US Health Care System**

This article describes the emergence of the health and safety of those who deliver health care and how that can impact the health and safety of patients. Workers in the high stress, demanding sector of health care are prone to a wide variety of health risks; this document recommends expanding the quadruple aim to include the well-being of providers.

For years, health care culture has been patient-centered, while physician and nurse training have de-emphasized self-care. “Resources are primarily allocated to meet the needs of patients and medical technology, often leaving the safety of staff and quality of work-life issues unaddressed.” This article includes best practices and examples on integration of worker health and patient safety.

## **Article #3**

Stevenson, R., Moss, L., Newlands, T. & Archer, J. (2013). Safety for all: Bringing together patient and employee safety. *Healthcare Quarterly*.

### **Overview:**

#### **Safety for All: Bringing Together Patient and Employee Safety**

Abstract: The safety of patients and of employees in healthcare have historically been separately managed and regulated. Despite efforts to reduce injury rates for employees and adverse events for patients, healthcare organizations continue to see less-than-optimal outcomes in both domains. This article challenges readers to consider how the traditional siloed approach to patient and employee safety can lead to duplication of effort, confusion, missed opportunities and unintended consequences. The authors propose that only through integrating patient and employee safety activities and challenging the paradigms that juxtapose the two will healthcare organizations experience sustained and improved safety practice and outcomes.

#### **Article #4**

Hall, L, Johnson, J, Watt, I, Tsipa, A & O'Connor, D. (2016). Healthcare staff wellbeing, burnout, and patient safety: A systematic review. *PLOS One*. Retrieved from <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0159015>

#### **Overview:**

##### **Healthcare Staff Wellbeing, Burnout, and Patient Safety: A Systematic Review**

This review determined whether there is an association between healthcare professionals' wellbeing and burnout, with patient safety. Findings revealed that poor wellbeing and moderate to high levels of burnout are associated, in most studies reviewed, with poor patient safety outcomes such as medical errors. This review illustrates the need for healthcare organizations to consider improving employees' mental health as well as creating safer work environments when planning interventions to improve patient safety.

#### **Article #5**

Press Ganey. (2016). Importance of Nurse Workplace Safety and Surveillance Capacity on Performance Measures. Retrieved from <https://www.pressganey.com/about/news/2016-nursing-special-report>

#### **Overview:**

##### **The Role of Workplace Safety and Surveillance Capacity in Driving Nurse & Patient Outcomes**

Using a cross-domain analyses, Press Ganey examined the influence of nursing environmental factors on clinical quality, nurse engagement, patient experience, and public pay-for-performance outcomes. Significant correlations were found between nurse work environment and key nursing, patient, and payment outcomes demonstrating importance of integrating workplace safety across the organizations.

- Decreased missed patient care, pressure ulcers, patient falls

#### **Article #6**

Binder, L. & Favret, B. (2017) Closing the gap between health care worker and patient safety. *American Journal of Medical Quality*. Retrieved from <https://journals.sagepub.com/eprint/FpFF8f9k7uNncS6kb3Ja/full>

#### **Overview**

##### **Closing the Gap Between Health Care Worker and Patient Safety**

This article reinforces that the health care sector has high rates of worker injuries and illnesses, absences from work and related costs. The Leapfrog Group (a national nonprofit founded by employers and other large purchasers of health benefits and an advocate of patient safety and transparency) issued the following statement on October 27, 2014:

“When patients are endangered, so too are the workers who care for them. For too long, the standard practice in many hospitals has been to assign infection control to just a few specialists. Ebola reminds us that infections do not announce themselves at the hospital door and an infectious disease specialist may not be available or nearby. Everyone in the hospital—from housekeepers to dietitians to nurses to physicians—needs to have enough awareness to protect themselves and their patients and prevent the spread of infection.”

The Leapfrog Group board of directors convened a workgroup to research and identify measures of *patient safety* that are directly contingent on *worker safety*. The workgroup identified three areas where patient safety is dependent on health care worker safety – vaccination for preventable disease, infectious disease exposure prevention and safe patient handling.

#### **Article #7**

Black, J., Salsbury, S., & Vollman, K. (2018). Changing the perceptions of a culture of safety for the patient and the caregiver. Retrieved from [https://asphp.org/wp-content/uploads/2018/06/Crit-Care-Nurs-Q-2018-Jul-Sep-413\\_226-239.pdf](https://asphp.org/wp-content/uploads/2018/06/Crit-Care-Nurs-Q-2018-Jul-Sep-413_226-239.pdf)

#### **Overview**

##### **Changing the Perceptions of a Culture of Safety for the Patient and the Caregiver**

To reduce patient falls, pressure ulcers and achieve success in patient mobility, organizations must breakdown silo improvement initiatives in patient and worker safety. Caregivers must have tools to achieve safe mobility for the patient and the caregiver.

#### **Article #8**

Mohr, D. Eaton, J. McPhaul, K. & Hodgson, M. (2018). Does employee safety matter for patients too? Employee safety climate and patient safety culture in health care. *Journal of Patient Safety*, 14(3), 181-185.

#### **Overview**

##### **Does Employee Safety Matter for Patients too?**

This study examined relationships between employee safety climate and patient safety culture. Findings revealed the facilities where staff have more positive perceptions of health care workplace safety climate had more positive assessment of patient safety culture. This suggests mutual enforcement – investments in one domain positively impacting the other.

## **Article #9**

Occupational Safety and Health Administration. (n.d.). Organizational safety culture – linking patient and worker safety. Retrieved from <https://www.osha.gov/SLTC/healthcarefacilities/safetyculture.html>

## **Overview**

### **Organizational Safety Culture – Linking Patient and Worker Safety**

“The burden and cost of poor patient safety, a leading cause of death in the United States, has been well-documented and is now a major focus for most healthcare institutions. Less well-known is the elevated incidence of work-related injury and illness among healthcare workers (HCWs) that occurs in the work setting, and the impacts these injuries and illnesses have on the workers, their families, healthcare institutions, and ultimately on patient safety. It is not surprising that patient and worker safety often go hand-in-hand and share organizational safety culture as their foundation.”

## **Publication #1**

Press Ganey. (2019). *Zero Harm: How to achieve patient and workforce safety in healthcare*.

Edited by Craig Clapper, James Merlino and Carole Stockmeier, this publication provides insight into how to achieve patient and workforce safety in healthcare. Chapter 10 addresses workforce safety.