

Physician MEMO

To | All Physicians and Allied Health Providers

From | Bruce Walley, MD
Senior Vice President of Medical Staff Services

Date | 1/26/2011

Re | First Do No Harm Patient Safety Program

The staffs of all Novant Hospitals have now completed the First Do No Harm safety training. At this time, the medical staff completion rate for the First Do No Harm training videos stands at 59% for physicians and 75% for allied health providers. I would encourage those of you who have not yet completed these worthwhile programs to do so as soon as possible.

Those of you who have completed the program realize that when a nurse asks you a “**clarifying question**” regarding an order or where incomplete or unclear information exists, they are helping to reduce the risk of an error occurring by up to 2 ½ times. When a healthcare provider verifies a patient’s identity using two identifiers (name and date of birth) prior to any treatment, therapy, transport, procedure, or specimen draw, they are following a **Red Rule** within our system - a safety absolute of the highest priority. If a nurse uses the safety phrase “**I have a concern**” this should cause us to stop and immediately address the patient safety issue which has prompted that statement. Finally, when a healthcare provider utilizes the **SBAR-Q** format in order to promote clear communication while speaking with a physician, they are following the safety behavior guidelines established by this program. Encouraging these safety behaviors will help to ensure the well-being of our patients.

Once again I encourage those of you who have not yet completed the First Do No Harm safety training to join all of the staff of the Greater Winston Market in this ongoing effort to promote patient safety. For your convenience, we have placed the videos on a DVD for you to view. You may pick up your copy of the presentations and the associated tests from Medical Staff Services. Please return the tests to Brenda Schwab in the Medical Staff Services Office. The Medical Executive Committees at each of the Novant facilities have recognized the importance of the First Do No Harm safety initiative by requiring that all physicians and allied health personnel complete this training at the time of initial appointment or on reappointment to the medical staff. Please contact the medical staff office at 336-718-5966 with any questions you may have regarding the completion of the First Do No Harm safety program.



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