

Sip on Safety: Enhancing Safety Culture One Mocktail at a Time

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Objective

Quality improvement project to develop a fun and meaningful safety report follow-up activity that leaders can engage in with all staff to enhance safety culture by having fun at work and, as a result, increase safety and good catch reporting.

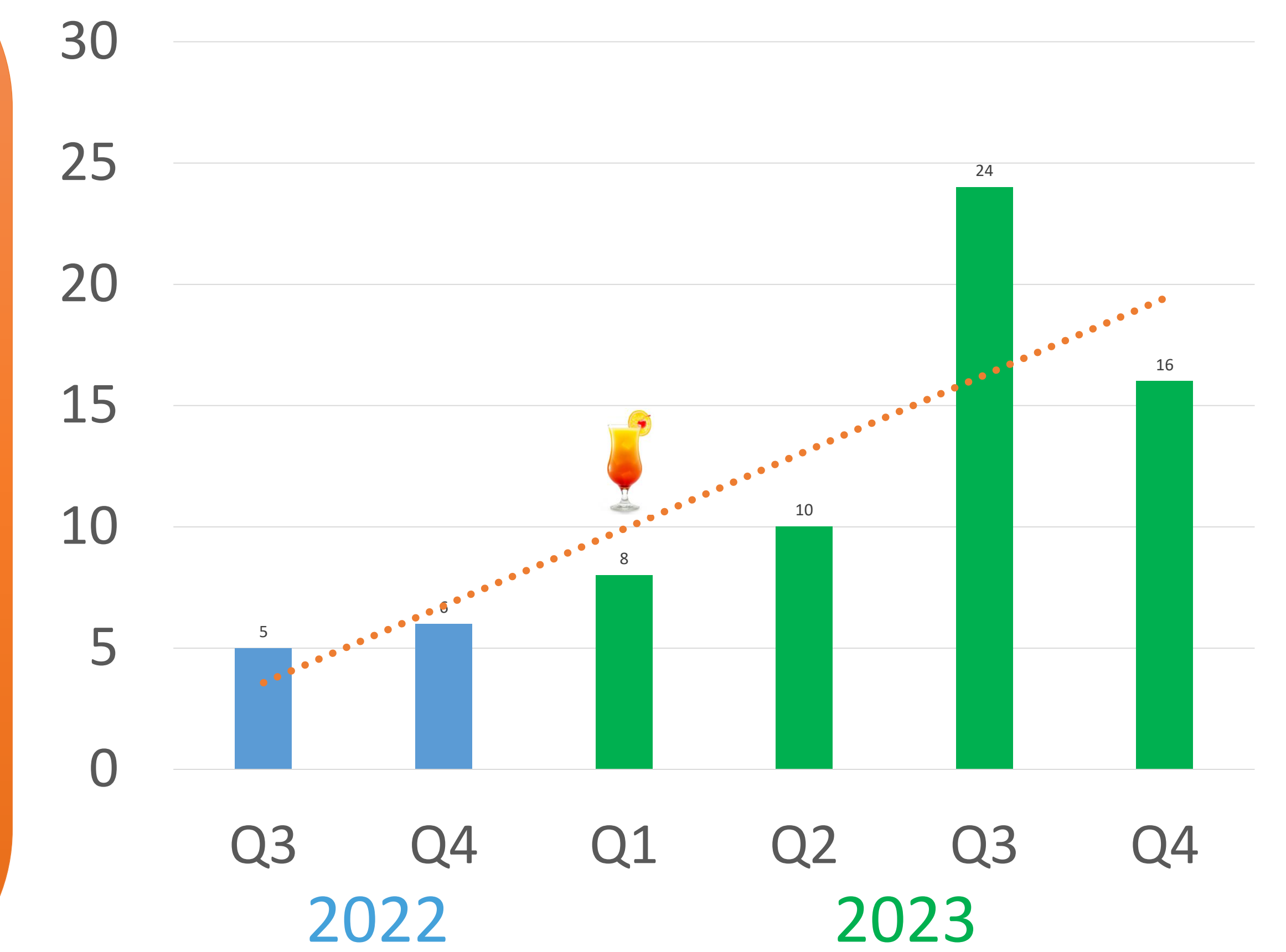
Methods



Results/Impact

- The initiative began monthly and transitioned to quarterly in the last quarter of 2023 to align with system safety initiatives.
- Sip on Safety was conducted four times each month/quarter, reached approximately 80 staff members, and served all disciplines in the Emergency Department.
- 6 months prior to Sip on Safety, an average of 1.8 good catches were reported monthly.
- 6-12 month post Sip on Safety, the average increased to 7 good catches per month.
- During the Diabetic DNV Survey, Sip on Safety was recognized as a noteworthy effort.
- 19% increase in overall safety reporting from 2022 to 2023.

Good Catch (Near Miss) Reports



Background

- Norton Children's Hospital is a 300-bed freestanding pediatric acute care facility and designated Level I Pediatric Trauma Center. The Emergency Department serves over 50,000 patients annually.
- Robust safety reporting is a critical component of a safety culture and an invaluable resource for identifying harm risks before a serious safety event.
- Meaningful safety reporting follow-up was perceived as an opportunity for improvement within the department.
- Safety events and good catches were under reported.



Ready-for-Dispo-Rita



Seizure Sunrise



Insulimonade

- **Safety Theme Selection:** each quarter a theme was determined based on trends identified in safety reports. Refreshing mocktails with catchy names were created to promote a fun and welcoming atmosphere for learning.
- **Leader-Led Sip on Safety Cart:** Demonstrating a commitment to safety, leaders rounded in the department serving themed mocktail, distributing educational materials and recognizing staff for behaviors supporting a positive safety culture.
- **Staff Engagement:**
 - Participated in discussions and educational activities supporting the overarching theme and learning opportunities from safety reports
 - Activities included trivia, hands-on demonstrations, and discussions on the "Reaching for Zero" Error Prevention Strategies
 - Employee Recognition as the "Sip on Safety Superhero" for the good catch of the month/quarter was highlighted each round
- **Refreshments Served:** mocktails and refreshments intentionally served by leaders to staff after participation in Sip on Safety

It was instrumental in changing the culture on the unit from thinking of safety reporting & education as punitive, to a fun and engaging learning experience.

Before sip on safety, it seemed like reporting safety events was a "bad or scary" thing to do, the culture created to this day is centered around quality care.

It allows for significant unit growth with just a 5-minute presentation that comes to you as you work.

The fun nature of the cart allows for optimal participation and interest in what that month's topics might be.

With how hectic the ED can be, the cart always felt like a fun and memorable way to review the information without having to sacrifice time on the floor with patients.

As a staff member I enjoyed being rounded on with Sip on Safety. Especially as a new nurse, sip on safety helped fill gaps in my knowledge in certain processes and procedures. It helped me to feel supported and gave me a chance to ask questions to Educators and other leaders. Sip on safety I believe helped to recognize where our holes were in our practice and I think helped create a culture of safety and awareness in our department.



Conclusions/Implications

- Sip on Safety is a low-cost, high-impact initiative that promotes safety reporting through engaging, sensory activities.
- Creates a non-punitive, educational platform for safety discussions, strengthening connections between leaders and staff.
- Following implementation, safety and good catch reporting significantly increased.
- Adopted hospital-wide by the Care Innovation Department during safety week. Sip on Safety spread across all sites of care including inpatient, ambulatory, and surgical services.
- **Lessons Learned:** Sip on Safety enhances safety culture, boosts staff engagement, and fosters a fun, educational environment. Leaders and teams enjoyed the experience, sharing valuable insights with smiles and laughter.

References

