

# Clinical Pearls

&

# Take Home Messages



# Follow the Policy



- Do No More
- Do No Less

**Follow the Policy**

# Do NOT 'Reinvent the WHEEL'



# Remember

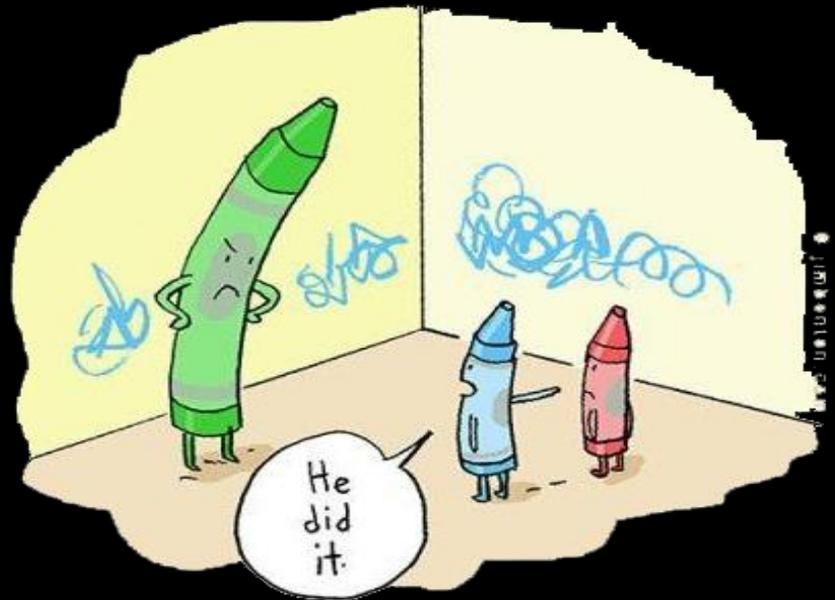
- System
- System
- System

# KISS Principle

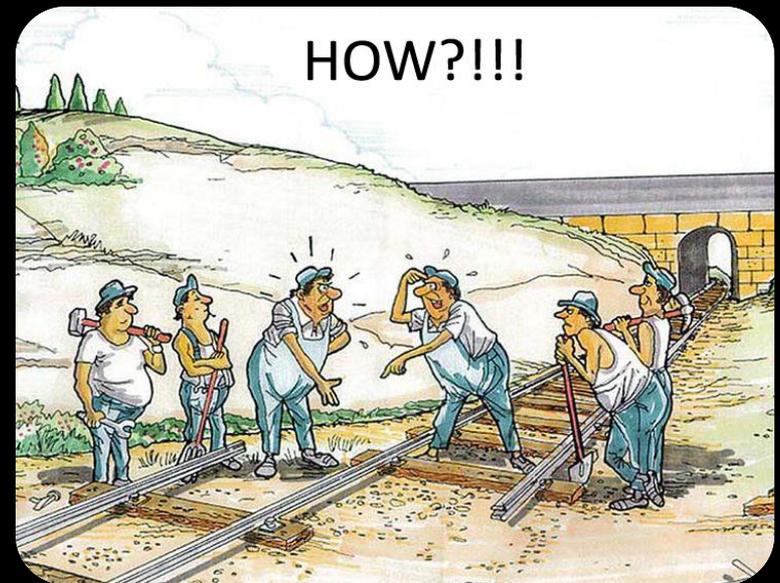


**K**ep  
**I**t  
**S**imple  
**S**tandardized

From: “**WHO**  
did it?”



To: “**HOW** did  
it happen?”



**“The most detrimental error  
is failing to learn from an  
error.”**

*James Reason*

Some people watch things happen!

Some people wonder what happened?!

Some people make things happen!



# READ BACK ...





# **INDEPENDENT** Double-Check



# Therapeutic Classes that Cause the Greatest Harm:

- Opioids (all)
- Anticoagulants (all)
- Insulins (all)
- Chemotherapy

# One Stop Resource

The screenshot displays the Saudi Vigilance website dashboard. At the top, there is a search bar and a 'Sign In' button. The main navigation menu includes 'Home', 'Achievements', 'Departments+', 'Committees', 'E-Service', 'NGHA Board', and 'Regulations'. A prominent banner for 'THIRD JCI-REACCREDITATION SURVEYS SCHEDULE' lists dates for AL AHSA DAMMAM (13-17 Dec 2015), JEDDAH RIYADH (17-20 Jan 2016), and 10-14 January 2016 (6-10 March 2016). Below this, there is a section for the 'Adult Immunization Program' with a photo and a 'Read More' link. A calendar for December 2015 is visible. On the right side, there are quick links for 'Attendance', 'E-CTS', 'OCS', and 'Self Service HR', along with a login form. A sidebar on the right contains links for 'KAMC-R MERS-CoV Latest Update', 'NGHA Alert and Response to Local/Global Outbreaks', 'MNG-HA Book of Measures', 'E-mail Setup', 'Riyadh' weather (19°C), 'Date Converter', 'Prayer Time', and 'Quick Links'. A red arrow points to a user profile icon in the bottom right corner. At the bottom left, there is an advertisement for 'Office Professional Plus 2013' for \$9.00.

# JUST Culture



# Communication

## ISBAR

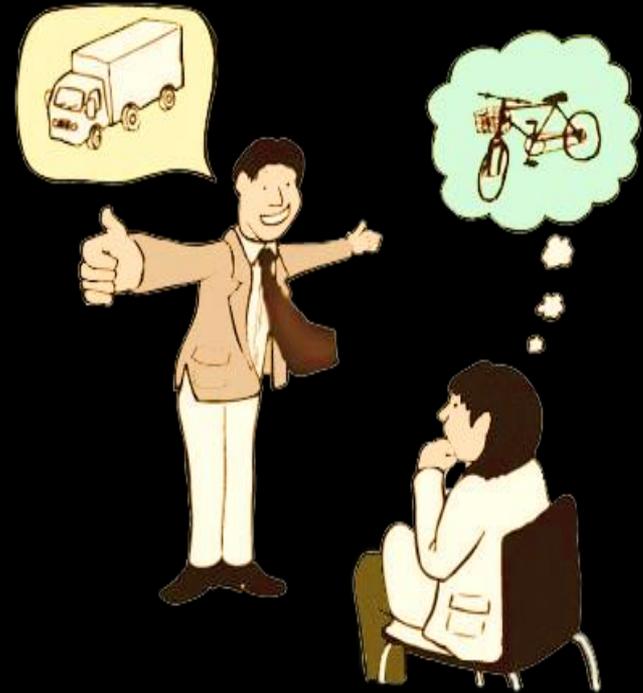
**I**dentification

**S**ituation

**B**ackground

**A**ssessment

**R**ecommendation



# PATIENT education



# Acute Anaphylaxis Management

1. EPINEPHrine
2. EPINEPHrine
3. EPINEPHrine
4. EPINEPHrine
5. EPINEPHrine
6. EPINEPHrine
7. EPINEPHrine
8. EPINEPHrine
9. EPINEPHrine
10. EPINEPHrine
11. EPINEPHrine
12. EPINEPHrine
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14. EPINEPHrine
15. EPINEPHrine
16. EPINEPHrine

**USING ABBREVIATIONS MAY  
SAVE MINUTES,**

**PROHIBITING  
ABBREVIATIONS MAY SAVE  
LIVES**

# IF in Doubt, CHECK it OUT



- **Eliminate** the denominator
- **Put a face on the data**
  - Start every meeting with a **story**
  - Convert data to **names, dates, & events**
- Harness the power of



**TRANSPARENCY**

# Embrace the Power of Storytelling

- There is no better way to inspire and sustain cultural change than through the simple craft of telling factual stories that move listeners into action.

The Institute for Healthcare Improvement & ISMP



# Mini-RCA

1. Why ?

2. Why ?

3. Why ?

4. Why ?

5. Why ?



**If you require more than three (3) dosage forms to prepare / administer a dose, CHECK IT OUT !**





Don't **ASSUME**

Always **CONFIRM**



# It's NOT Rocket Science

It's not rocket science!



**Be comfortable  
with what you do,  
and feel safe  
reporting**

**Safe Patient Care Is Our Goal**

