

Children's Mercy Kansas City

SHARE @ Children's Mercy

Posters

2018

Resident Great Catches: Recognizing Resident Physicians Who Promote a Safe Environment for Patients

Kristin Streiler

Children's Mercy Hospital

Susamita Kesh

Children's Mercy Hospital

Let us know how access to this publication benefits you

Follow this and additional works at: <https://scholarlyexchange.childrensmercy.org/posters>



Part of the [Diagnosis Commons](#), [Medical Education Commons](#), and the [Pediatrics Commons](#)

Recommended Citation

Streiler, Kristin and Kesh, Susamita, "Resident Great Catches: Recognizing Resident Physicians Who Promote a Safe Environment for Patients" (2018). *Posters*. 54.

<https://scholarlyexchange.childrensmercy.org/posters/54>

This Poster is brought to you for free and open access by SHARE @ Children's Mercy. It has been accepted for inclusion in Posters by an authorized administrator of SHARE @ Children's Mercy. For more information, please contact hlsteel@cmh.edu.

Resident Great Catches

Recognizing resident physicians who promote a safe environment for patients

Kristin Streiler, MD and Susamita Kesh, MD | Children's Mercy Kansas City, Kansas City, MO

Background

- An estimated 50% of errors reaching patients occur because of **diagnostic errors**
- **Educating resident physicians** about diagnostic errors is an important way to reduce those errors
- Residents frequently use error prevention techniques to promote safe care for patients
- **Recognizing and rewarding residents** who successfully use error prevention techniques provides positive reinforcement for this important behavior and helps **strengthen a culture and commitment to patient safety**

Methods

Nomination process: anyone can share stories with chief residents via email

Case review: chief residents determine which error prevention techniques were used

Recognition: story shared at twice-monthly all-resident meeting

Rewards: quarterly best examples get **extra 1/2 day off**; annual award at ceremony

Methods

Second year (PL2) curriculum

- Learn about error prevention during monthly didactic sessions
- STAR:** Stop, Think, Act, Review
- ARCC:** Ask a question, make a Request, voice a Concern, use the chain Command
- Year-long group QI project

Standardized IPASS handoffs

- Training during intern orientation
- Incorporated into written handoff document
- Expected method for all handoffs between shifts

Error prevention training for resident physicians

Morbidity & mortality conferences

- Presented by chief residents
- Systems issues:** discussed at quarterly hospital-wide M&M
- Diagnostic errors:** discussed at monthly resident M&M

Resident Great Catches

- Process:** Nomination, review, & recognition processes described in Methods
- Awards:** chiefs & Chief Quality Officer determine quarterly winners awarded with extra 1/2 day off and annual winners at awards ceremony

Results & Examples

- **7 stories**, involving a total of **11 residents**, were submitted by 7 different nominators during the first 3 months of this program
- **STAR (2):** identified floor patient with **altered mental status** and concern for stroke; identified floor patient with impending hypercarbic **respiratory failure** and appropriately intervened
- **ARCC (2):** identified signs of **increased intracranial pressure** and discussed with attending and consultants; worried about clinical status so requested further imaging studies which **diagnosed pneumonia** and changed management
- **Avoiding anchoring bias (2):** thorough review of outside records & labs led to a correct diagnosis of **renal tubular acidosis** in a child admitted for failure to thrive; synthesized additional history to establish diagnosis of **malignancy** in a child admitted for abdominal pain

Conclusions

- Resident physicians **play a crucial role** in error prevention
- Recognizing and rewarding residents for utilizing error prevention strategies both **encourages and strengthens a culture of safety**
- Residents enjoy the opportunity to **celebrate their peers' accomplishments**
- Extra time off is quite motivational!