



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

Status:

Laureate

Year:

2013

Organization Name:

Nationwide Children's Hospital

Organization URL:

<http://www.nationwidechildrens.org/>

Project Name:

Zero Hero

Please select the category in which you are submitting your entry:

Safety & Security

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

Nationwide Children's Hospital is the 4th largest children's hospital in the United States and is consistently ranked as one of the top hospitals. As one of the highest regarded hospitals, it prides itself on quality of care and patient safety. In an effort to further improve this, Nationwide Children's created the "Zero Hero" program. The goal of this program is to eliminate all preventable harm. The program challenges the hospital's 8,500 employees to see patient care areas and non-patient care areas in a new way. Anytime a safety incident or event occurs or nearly occurs, Nationwide Children's expects employees to report it. This could be any type of event from a visitor slipping on the floor to a patient receiving the wrong medication. It brings a higher awareness and greater sense of responsibility to ensure the hospital is as safe as it can be. In order to better

support this, Nationwide Children's selected STARS Enterprise, software from CS STARS that collects and analyzes safety information. With the selection of this software, each employee can report safety incidents/events at any computer in the hospital and in-depth analysis of each event is possible along with robust reporting analysis. This information is used to establish or refine processes and procedures and to identify equipment needs to mitigate future risk. The implementation of the software has assisted Nationwide Children's Hospital to further reduce the number of preventable harm events and dramatically improve quality of care. Nationwide Children's Hospital has been successful in achieving a 50% reduction in preventable harm and an 85% reduction in serious safety events.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)


Nationwide Children's Hospital started the Zero Hero program in 2008 as a commitment to eliminate preventable harm and implemented the technology platform STARS Enterprise in December 2011 as a tool to increase reporting of events and develops in-depth analysis of events to facilitate identification of how to eliminate preventable harm.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

The initial implementation of this project is complete. Customization of the project will occur as STARS introduces new capabilities and as the needs of Nationwide Children's Hospital expand and develop.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

Nationwide Children's Hospital has benefited from the implementation of STARS as their event reporting system. It is an important tool in conjunction with their Zero Hero program to eliminate preventable harm. STARS allows all staff to easily report safety events and allows the quality improvement staff to carefully analyze these events and develop reports which facilitate changes to improve safety and eliminate harm. The children cared for at Nationwide Children's hospital are safer because of this process and staff are willing to report events to prevent future harm as part of their commitment to the patients that they serve. Quality Improvement RN: "Safety event reporting was at a record high and



harmful medication events were at a record low for 4th quarter 2012. We can't fix what we don't know about and our data shows that our staff let the leadership of Nationwide Children's hospital know about problems and that we are successful in fixing the problems to prevent harm. STARS provides the technology for reporting and analysis."

Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

Nationwide Children's Hospital success is due to the leadership, employees and technology. The leadership developed the Zero Hero plan to continuously improve the quality of care and patient safety. The employees report safety concerns and make suggestions for improvements to prevent future errors and know that all suggestions, no matter how simple or complex are seen and evaluated. The STARS Enterprise technology provides the tools to make informative and actionable decisions based on data analysis. The combination of the three has lead to an innovative program which contributes to greatly reduce preventable harm and the ultimate success of the Zero Hero program. Nationwide Children's Hospital's Zero Hero program is a best practice of what people and technology can do at any hospital.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

Please view the Nationwide Children's Hospital's quality and safety page: <http://www.nationwidechildrens.org/quality-safety>.