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Perioperative Services Team Makes The Most Of A Good Catch

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In healthcare, event or patient incident reports are made when there is an unplanned glitch in patient care. But what if the glitch is caught and a problem is averted?

In a culture of safety, ‘near misses’ become ‘good catches’ when staff discuss them in a team spirit and use them to make their day-to-day job tasks more fool-proof.

Human Factors Engineering (HFE) is all about making things as fool-proof as possible.

The Human Factors are the physical and mental processes we all use when we work. The Engineering part is about changing materials, technology, and workflow to help staff to perform correctly in a complex situation.

Making the most of a good catch, the OR Team at University Hospital is using HFE to improve the way they set up for patients with latex allergy, a potentially life-threatening condition. Here are some of the ways they’ve identified to help staff perform their job tasks safely.

| Human Factor | OR Team’s Analysis & Action Steps |
|---|--|
| <p>Colorful signs catch people’s attention.</p>  | <p>Latex Allergy signs are now available in neon colors instead of the traditional white.</p>  |

**Perioperative Services Team
Makes The Most Of A Good Catch**

| Human Factor | OR Team's Analysis & Action Steps |
|---|--|
| People see what is in their 'cone of vision'. | When needed, the new signs will be posted on all four walls of operating rooms, instead of just on the door. |
| Large amounts of information can exceed one person's memory. Poor labeling confuses the reader. | There are over 17,000 latex-related surgical items. Latex labeling is not always clear or readily visible, so the team pulled together all the necessary information and entered it into an easy-to-use 'latex spreadsheet'. |
| Desktop icons improve the user's ability to extract information from the computer. | In addition to the spreadsheet, OR staff can access a web-based Latex Inquiry Database directly via new desktop icons. |
| People are more likely to make mistakes when in a hurry or distracted by other task demands. Barriers can prevent unintentional actions. | Safe glove storage is a team priority. Accessible latches (child-proof type) will be strategically placed on glove storage units to prevent staff inadvertently removing the wrong type of glove. |

Pictured are some of the team members instrumental to the success of the project (left-right):



Jeff Freda, MD, Executive Medical Director, Perioperative Services

Janet Del Prada, RN, Clinical Education Specialist

Shirley McCreary, RN, Acting Assistant Director.

Lisa Pessolano, RN

Amy Carlomagno, RN (not pictured)

Femi Thompson, Database Analyst (not pictured)

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