



Safe Surgery 2015: South Carolina Call Series

Call Number	Date	Topic	Homework
1	Tuesday April 26, 2011 10:00AM- 11:00AM	<p>Call Series Introduction</p> <ul style="list-style-type: none"> ✓ The Safe Surgery 2015: South Carolina initiative and how it fits into the larger context of improving surgical safety globally. ✓ The structure of the call series including your expected time commitment, subjects covered, and call series timeline. ✓ The development of the WHO Surgical Safety Checklist as it relates to this project and evidence surrounding the benefits of using a checklist. ✓ Gathering an implementation team. ✓ Recommendations on how often the implementation team should meet. 	<ul style="list-style-type: none"> ✓ Gather an implementation team consisting of at least one administrator, anesthesia provider, nurse, and surgeon. ✓ Schedule a time and venue for a meeting to take place in 8-10 weeks where the implementation team will be able to talk to as many OR personnel including anesthesia providers, nurses, surgeons, and techs about using the checklist at your hospital. ✓ Read background materials on the checklist. ✓ Create a list using the excel template provided to you of all of the OR staff, physicians, and techs that will be effected by the use of the checklist in your hospital. You will use this list multiple times during this project. ✓ Send us a picture of your checklist implementation team
2	Tuesday May 3, 2011 10:00AM- 11:00AM	<p>Measurement of the Checklist</p> <ul style="list-style-type: none"> ✓ The efforts that are underway to measure the impact that the checklist has in South Carolina Hospitals. ✓ Options for participating in a research study designed to measure how different implementation strategies impact the use of the checklist and teamwork. ✓ Measuring the impact that the checklist has in your operating rooms using tools developed for this project. ✓ Using the measurement tools and what support/training is available to help you monitor the checklist in your OR. 	<ul style="list-style-type: none"> ✓ Visit the Safe Surgery 2015 website: www.safesurgery2015.org ✓ Designate whether your hospital will be participating in the research portion of this project to the Safe Surgery 2015 team. Please send an email to Lizzie Edmondson at: safesurgery2015@hsph.harvard.edu confirming your hospital's participation in the research portion of this project if you already haven't done so. <p>For additional information please call us at: 617-432-1503.</p>

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	Friday May 6, 2011 12:00PM- 1:00PM	Office Hours These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation and measurement. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.	
3	Tuesday May 10, 2011 10:00AM- 11:00AM	Baseline O.R. Surgical Safety Culture Survey <ul style="list-style-type: none"> ✓ Culture survey background and development. ✓ The benefits of using the culture survey as a baseline for your hospital. ✓ Administering the culture survey in your ORs. ✓ Strategies for getting physicians to complete the survey. 	<ul style="list-style-type: none"> ✓ If you haven't already, designate if your hospital will be participating in the research portion of this study. To do so, please send an email to: Lizzie Edmondson at: safesurgery2015@hsph.harvard.edu ✓ If you are in Option 1, start administering the survey ✓ If you are in Option 2, send us your completed spreadsheet that includes (anesthesia providers, nurses, surgeons, and techs). This spreadsheet asks for names, titles, and emails. ✓ Review the Implementation Leader Instructions for the Surgical Safety Culture Survey. ✓ Review the finalized version of the Surgical Safety Culture Survey. ✓ Review the checklist modification guide and South Carolina Checklist Template.
	Friday May 13, 2011 12:00PM- 1:00PM	Office Hours These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation and measurement. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.	

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4	Tuesday May 17, 2011 10:00AM- 11:00AM	Checklist Modification/Customization <ul style="list-style-type: none"> ✓ Review of Culture Survey Administration. ✓ The importance of modifying the checklist for your hospital. ✓ Tips on modifying the checklist for your hospital. ✓ Modifying the checklist for ambulatory and cardiac surgery. ✓ Taking the checklist into the OR. ✓ Testing your checklist initially using “table top simulation” and expanding testing to the OR with one team, for one day, in one case. 	<ul style="list-style-type: none"> ✓ Continue to administer the Surgical Safety Culture Survey. ✓ Modify the checklist with the implementation team. ✓ Use the checklist in a “table-top simulation”. Then use the checklist in one case, for one day, with the team. ✓ Send us your hospital’s modified checklist before the next call.
	Friday May 20, 2011 12:00PM- 1:00PM	Office Hours These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation and measurement. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.	
5	Tuesday May 24, 2011 10:00AM- 11:00AM	Checklist Modification Continued and Small Scale Testing <ul style="list-style-type: none"> ✓ Participant Check-in ✓ Review of SC checklists, including what elements were most commonly modified and what items are important to keep. ✓ Discuss how the testing of the checklist went in your hospital. 	<ul style="list-style-type: none"> ✓ Designate if you are going to participate in the research portion of this work ✓ Compile and send us a spreadsheet of your OR personnel ✓ Start or continue to administer the Surgical Safety Culture Survey ✓ Have the same team use the checklist in every case for one day. Modify as necessary and send us your checklist.
	Friday May 27, 2011 12:00PM- 1:00PM	Office Hours These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation and measurement. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.	

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6	Tuesday May 31, 2011 10:00AM- 11:00AM	<p>Small Scale Testing and Coaching Call</p> <ul style="list-style-type: none"> ✓ These calls are an essential component to the checklist call series and participation is highly encouraged. Participants will share their experiences and discuss any barriers that they have encountered with checklist implementation or using the observation tools. We will also discuss project milestones and accomplishments. <p>Additional Topics</p> <ul style="list-style-type: none"> ✓ Expanding checklist testing to an additional surgical team. ✓ Selecting the right people to test the checklist and how to prep teams for using the checklist. ✓ Promoting this project beyond teams that tested the checklist. ✓ Starting to use the measurement tools. 	<ul style="list-style-type: none"> ✓ Continue to administer the Surgical Safety Checklist Culture Survey. ✓ Complete the web-based training for the Surgical Teamwork Observation Tool. ✓ Find another surgical team to use the checklist in as many cases as possible this week. Modify the checklist as necessary. ✓ Once you have completed the checklist modifications send your hospital's checklist to the Safe Surgery 2015 team for final review and feedback. ✓ Use the Surgical Safety Checklist Observation Tool at least once in the cases that are testing the checklist. ✓ Identify departmental meetings to have the implementation team speak after call 10.
	Friday June 3, 2011 12:00PM- 1:00PM	<p>Office Hours</p> <p>These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation and measurement. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.</p>	
7	Tuesday June 7, 2011 10:00AM- 11:00AM	<p>Small Scale Testing – The importance of the “Table-Top Simulation” and checklist items that promote communication</p> <ul style="list-style-type: none"> ✓ Discuss the call series agenda and why the topics in the upcoming weeks have been modified. ✓ Review of homework assignments to date. ✓ Review of “table-top simulation”, including its importance and examples of how to conduct the simulation. ✓ Discussion of how the checklist can enhance communication in the OR. 	<ul style="list-style-type: none"> ✓ We would like all of the hospitals to work on completing all of the homework items to date.

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	Friday June 10, 2011 12:00PM- 1:00PM	Office Hours These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation and measurement. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.	
8	Tuesday June 14, 2011 10:00AM- 11:00AM	Engaging Your Colleagues <ul style="list-style-type: none"> ✓ Engaging your colleagues with personal contact. ✓ Discussing the checklist with your colleagues. We will provide demonstrations on how to have this conversation with surgical staff and physicians. ✓ Identifying those people that might not want to use the checklist and strategies to use when you talk to them. ✓ Advertising this project in your hospital. 	<ul style="list-style-type: none"> ✓ Use the OR Personnel list that you created for the administration of the culture survey and assign members of the implementation team to talk to everybody individually over the next couple of weeks. ✓ Identify possible skeptics and talk with them individually prior to when you hold the large meeting, if possible. ✓ Talk to your colleagues using the script and other tools. ✓ Think about ways to advertise the checklist in your hospital in preparation for the roll-out. ✓ Continue/start to administer the culture survey.
	Friday June 17, 2011 12:00PM- 1:00PM	Office Hours These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation and measurement. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.	

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9	Tuesday June 21, 2011 10:00AM- 11:00AM	<p style="text-align: center;">Coaching Call</p> <p>These calls are an essential component to the checklist call series and participation is highly encouraged. Participants will share their experiences and discuss any barriers that they have encountered with checklist implementation or using the observation tools. We will also discuss project milestones and accomplishments.</p> <p>Additional Topics that will be Covered:</p> <ul style="list-style-type: none"> ✓ Creating a simulated video of a surgical team using the checklist. This video should not be shot with live patients. ✓ Safe Surgery 2015: South Carolina video competition. 	<p>Assignments to prep for the larger roll-out:</p> <ul style="list-style-type: none"> ✓ Continue/Start to administer the culture survey. ✓ Continue to talk with your colleagues one-on-one. ✓ Create a demonstration video using your hospital's version of the South Carolina Surgical Safety Checklist. This video should be used to train your colleagues on how to use the checklist. Consider showing the video at the large meeting that you will hold. ✓ Finalize the checklist. ✓ Decide if the checklist will be used in poster or paper form in your ORs. If your hospital will be using posters, look into options to have them made. <p>Optional Homework:</p> <ul style="list-style-type: none"> ✓ If you want to be part of the video competition, create and send your hospital's checklist demonstration video and/or video of a poorly done Joint Commission Time-Out to the Safe Surgery 2015: South Carolina team by August 15th.
	Friday June 24, 2011 12:00PM- 1:00PM	<p style="text-align: center;">Office Hours</p> <p>These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation and measurement. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.</p>	

Call Number	Date	Topic	Homework
10	Tuesday June 28, 2011 10:00PM- 11:00PM	<p align="center">Preparation for Expanding to Full Implementation</p> <ul style="list-style-type: none"> ✓ Creating timelines and setting goals. ✓ Prioritizing surgical specialties for the roll-out. ✓ Displaying the checklist in the OR. 	<ul style="list-style-type: none"> ✓ Continue/start to administer the culture survey, if applicable. ✓ Continue to talk with your colleagues one-on-one. ✓ Hold the meeting that you scheduled at the beginning of the call-series with as many surgical personnel that can attend. Use the strategies discussed in this call. Materials for this meeting will be provided to you. ✓ Start your checklist advertising campaign. ✓ Prioritize surgical specialties for the roll-out using your knowledge of which surgeons will be most receptive to the checklist. ✓ Create a timeline for your hospital's expansion and send it to the Safe Surgery 2015 team. ✓ Hold departmental meetings in the service that you are rolling the checklist out in, if necessary.
Office Hours Cancelled	Friday July 1st 12:00PM- 1:00PM	Office Hours Cancelled	Office Hours Cancelled
Call Cancelled	Tuesday July 5th	Call Cancelled	Call Cancelled
Office Hours Cancelled	Friday July 8 th 12:00PM- 1:00PM	Office Hours Cancelled	Office Hours Cancelled
11	Tuesday July 12th 10:00AM- 11:00AM	<p align="center">Implementing the Checklist</p> <ul style="list-style-type: none"> ✓ Training surgical personnel on how to use the checklist. ✓ Discuss state level culture survey trends. 	<ul style="list-style-type: none"> ✓ Start implementing the checklist over the next week with the service that you think will be most willing to use the checklist.
	Friday July 15th, 2011 12:00PM- 1:00PM	<p align="center">Office Hours</p> <p>These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation and measurement. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.</p>	

Call Number	Date	Topic	Homework
12	Tuesday July 19th 10:00PM- 11:00PM	<p>Implementation of the Checklist Continued</p> <ul style="list-style-type: none"> ✓ Participants will share their experiences of spreading the checklist. ✓ Barriers will be discussed as well as possible solutions to overcome any problems that are brought to light in the call. 	<ul style="list-style-type: none"> ✓ Continue to implement the checklist.
	Friday July 22, 2011 12:00AM- 1:00AM	<p>Office Hours</p> <p>These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.</p>	
13	Tuesday July 26, 2011 10:00- 11:00	<p>Improving the use of the checklist through coaching in the OR</p> <ul style="list-style-type: none"> ✓ Basics of coaching in the OR. ✓ Choosing the right people to be coaches. ✓ How to give feedback using the observation tools to enhance communication, teamwork, and checklist use. 	<ul style="list-style-type: none"> ✓ Continue to implement the checklist. ✓ Use the Surgical Safety Checklist and Teamwork Observation Tools in one case.
	Friday July 29, 2011 12:00AM- 1:00AM	<p>Office Hours</p> <p>These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.</p>	
14	Tuesday August 2 10:00AM- 11:00AM	<p>Coaching Continued & Speaking to your Nursing and Surgical Tech Colleagues</p> <ul style="list-style-type: none"> ✓ A coaching case study ✓ Talking to nurses and scrub techs: a mock demonstration ✓ Hospitals will share their experiences 	<ul style="list-style-type: none"> ✓ Continue to implement the checklist. ✓ Continue to perform observations using the tools provided to you. At a minimum, hospitals should complete five observations using both tools.
	Friday August 5, 2011 12:00PM- 1:00PM	<p>Office Hours</p> <p>These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.</p>	

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Call Cancelled	Tuesday August 9, 2011 10:00AM- 11:00AM	Call Cancelled	Call Cancelled
Call Cancelled	Friday August 12, 2011 12:00PM- 1:00PM	Call Cancelled	Call Cancelled
15	Tuesday August 16, 2011 10:00AM- 11:00AM	<p>Coaching Call</p> <p>These calls are an essential component to the checklist call series and participation is highly encouraged. Participants will share their experiences and discuss any barriers that they have encountered with checklist implementation or using the observation tools. We will also discuss project milestones and accomplishments.</p>	<ul style="list-style-type: none"> ✓ Continue to implement the checklist. ✓ Continue to perform observations using the tools provided to you. At a minimum, hospitals should complete five observations using both tools.
	Friday August 19, 2011 12:00PM- 1:00PM	<p>Office Hours</p> <p>These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.</p>	
16	Tuesday August 23, 2011	<p>Are You Where You Want to Be?</p> <ul style="list-style-type: none"> ✓ Ensuring that all teams in your hospital are using the checklist. ✓ Working with teams that aren't using the checklist in the way in which it is intended. ✓ Implementation Leader Survey 	<ul style="list-style-type: none"> ✓ Hospital implementation leaders should take the implementation leader survey and submit it to HSPH.
	Friday August 26, 2011 12:00PM- 1:00PM	<p>Office Hours</p> <p>These calls are designed for hospitals to call in and talk to Safe Surgery 2015 faculty about checklist implementation. There is not a specific agenda or topic for these calls. These calls are optional and will not be recorded.</p>	

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17	Tuesday August 30, 2011	<p>Keeping the Checklist Going</p> <ul style="list-style-type: none"> ✓ Thank you - Atul Gawande ✓ Use of the inter-hospital network ✓ Measuring the checklist after the call series. ✓ Announce that we will be at the TAP Conference. ✓ Feedback about the call series. ✓ Announce winners of Safe Surgery 2015: Video Competition 	<ul style="list-style-type: none"> ✓ Keep in contact with us. ✓ Hospitals that have signed up for the inter-hospital sharing network will be asked to work with specific hospitals. ✓ Update your CEO about the progress that your team has made before the South Carolina Trustees Administrators and Physicians (TAP) Conference. ✓ Block time to participate in the check-in calls that will occur every two-three months. ✓ Ask call series participants to complete an online survey and provide feedback about the call series.
18	Tuesday November 1, 2011 10:00AM-11:00AM	<p>Two Month Check-In Call</p> <ul style="list-style-type: none"> ✓ Hospitals share their experiences with sustaining the checklist. ✓ Tips on Re-administering the Safety Climate Survey. 	<ul style="list-style-type: none"> ✓ Perform an additional 5 observations using the Surgical Safety Checklist and if you are part of the research submit them to HSPH.
19	Tuesday January 10, 2012 10:00AM-11:00AM	<p>Five Month Check-in Call</p> <ul style="list-style-type: none"> ✓ Hospitals share their experiences of continuing the use and measurement of the checklist. ✓ Share changes in hospital culture and teamwork at a high level with hospitals. 	<ul style="list-style-type: none"> ✓ Ask hospitals to set aside time to attend the 2012 Patient Safety Symposium where Atul Gawande and the Safe Surgery 2015 team will give an overview of the project and hold a workshop. ✓ Perform an additional 5 observations using the Surgical Safety Checklist and if you are part of the research submit them to HSPH.

****Safe Surgery 2015: South Carolina Meeting will be held April 2012 at the South Carolina Patient Safety Symposium****