

Keys to Success in Labor and Delivery Programs

Training programs can be instrumental in helping hospitals reduce incidents and malpractice claims. But what characterizes the type of training that will help achieve this goal?

The right training matters

Any training is better than no training, right? Not so. Despite good intentions, training programs don't always produce the desired result of increased patient safety. The wrong type of training has produced less than stellar results to the point where adverse events have increased. Hospital leaders are left wondering what went wrong and frontline staff can feel a deflated confidence in their abilities. [Draycott]

Hospitals that get it right, know that a successful approach not only makes patient safety a priority but has the credentials to prove that it is both effective and sustainable.

How do you identify programs that will meet your goals? There are a few key characteristics to look for that could make the difference between a program that fails and one that produces measurable results.

Embrace teamwork

The priority of any training program should have the goal of improving safety, not improving test scores. Current evidence also supports that the most effective results come out of on-site, interprofessional training programs that include and value the participation of all staff.

Interprofessional training programs are designed to produce high

functioning teams that embrace patient safety as a shared responsibility. These teams have learned how to create a culture of communication and leadership and together achieve lower rates of preventable accidents and improved patient safety. [Eastern Health's StoryLine] [Draycott]

Factor into this that poor teamwork has been directly associated with preventable accidents, training on how to improve teamwork has become a universal recommendation. [Draycott]

Value outweighs cost

Healthcare institutions who want to see measureable results from their training program do

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not make price a priority in the selection process. They know that effective training may not be the cheapest training — in the short-term. But investing in the right training will produce a positive return on investment.

Instead of focusing on the price tag, select a program based on its track record of delivering significant reductions in catastrophic harm, litigation payments, infant morbidity and mortality, and even hospital transfers. The return on investment will be multi-dimensional, with positive economic, clinical and operational results. [Salus, Draycott]

Measure outcomes to improve on outcomes

Training programs that encourage learning from outcomes, rather

than punishing and/or rewarding, do well at producing sustainable best practices. If your training program advocates continuous monitoring of outcomes at a unit level, it will set the stage for an environment where safety and quality can be maintained. Teams with this type of training learn to be proactive in identifying any deterioration in outcome so it can be addressed.

Training programs that produce ideal outcomes promote a culture where staff are encouraged to take responsibility for improving their outcomes.

The right training matters

Clinical evidence shows that an effective training program can reduce adverse events, measurably reduce costs and improve teamwork and communication.

Positive training outcomes can be seen when obstetrical units embrace an interprofessional approach.

Be selective. Health outcomes can be significantly impacted that far outweigh the price of an effective training program. [Outcomes of MORE^{OB} in Alta]



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