

Safety for Patients *and* Staff

We care about the safety of everyone within the St. Luke's system, including patients and staff. St. Luke's makes a conscious effort to prevent violence in the workplace, engage employees and ask for their opinions to foster an even safer environment. Altogether, these efforts make St. Luke's a much safer workplace for healthcare professionals than most other hospitals across the country.

Staff nurses, through their unit councils, have been integral in setting actual staffing levels since 2010. At that time, a process was developed with the Minnesota Nurses Association (MNA) through which each unit council (which includes staff nurses) advises Nursing Management as to the recommended staffing levels for RNs, LPNs and nursing assistants on each unit. If the recommendation cannot be implemented, it gets reviewed at the monthly Staffing & Scheduling Committee meeting, comprised of MNA leadership, nurses and nursing management. Since its inception, through collaboration, every recommendation regarding staffing has been approved.

In addition to the monthly Staffing & Scheduling Committee meeting, there is also a monthly meeting with the Chief Nursing Officer and MNA leadership, and a weekly meeting with the MNA Co-chairs and Human Resources. We believe these meetings provide the means for a collaborative process to address staffing challenges and opportunities to improve patient care.

These efforts are working. An April 2019 employee engagement survey found that 93% of St. Luke's employees believe their department makes every effort to deliver safe, error-free care.

Far Exceeding National Averages

Like all hospitals and health care systems, we are responsible for providing care to everyone who enters our doors and for fostering a safe care and work environment. During the past few years, we have implemented a number of safety initiatives, from public wayfinding and robust incident investigations, to reporting/reviewing near misses and safe patient handling. Our efforts have made our hospital safer. As an example, in 2016, St. Luke's employee-injury safety claims were 32% lower than the national average. In 2018, St. Luke's rate was even better at 46% below the national average. We collectively continue to improve safety in the workplace, and we anticipate our performance will continue to be significantly better than the national average.

Preventing Violence

We work hard to foster a professional and caring environment. St. Luke's goes the extra mile to mitigate workplace violence, and our employees recognize that every day.

We created a Violence Prevention Committee and recently implemented a violence prevention roadmap. This roadmap was developed in collaboration with the MNA, Minnesota Hospital Association and Minnesota Department of Health. St. Luke's is one of only seven organizations in Minnesota to fully implement a violence prevention roadmap.

We also provide Management of Aggressive Behavior (MOAB) training for all nursing-care team members upon hire so they are equipped with skills to de-escalate verbal and physical interactions.

Engaging Employees

Over the last several years, we have collaborated with our employees, including our nurses, to find ways to improve safety for both patients and employees. We appreciate that our nurses take an active role in providing their feedback on improving St. Luke's care through each department's unit council to address staffing and other concerns. This collaborative dialogue is productive because we are working as a team to find ways to improve safety for our patients and employees. We believe we will continue to make progress through these open lines of communication.