

Description, Purpose, and Implementation Timeline of the



The ***ROSC Intervention Toolkit*** is a compilation of tools and information gathered from a variety of sources to assist hospitals that are participating in the Rural Organizational Safety Culture Change (ROSC) Identified Participant Group, a project of the Centers for Medicare & Medicaid Services (CMS).

The materials in this toolkit have been designed to assist hospitals make transformational changes as they develop a culture of patient safety. Intervention materials will be added to the Toolkit throughout the project.

Transformation:¹

1. Alters the culture of the institution by changing select underlying assumptions and institutional behaviors, processes, and products.
2. Is deep and pervasive, affecting the whole institution.
3. Is intentional.
4. Occurs over time.

The first section of the Toolkit is devoted to a major concern in health care organizations, as illustrated in the results of the nationwide study, *Silence Kills: The Seven Crucial Conversations for Healthcare*, and the subsequent document, *Dialogue Heals*.

To understand the importance of adequately dealing with everyday occurrences that can have a major impact on health care outcomes, audio CDs and a print version of the PowerPoint slides for four webinars are provided in subsequent sections of the Toolkit. Each one-hour webinar is presented by Joseph Grenny, president of VitalSmarts and co-author of the *Silence Kills* study, *Crucial Conversations*, and *Crucial Confrontations*.

¹ *Change—En route to Transformation*, American Council on Education, 1998, pg. 3.

This material was prepared by Health Services Advisory Group, the Medicare Quality Improvement Organization for Arizona, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. **Publication No. AZ-8SOW-1C-052606-01**

Although these webinars and slides can also be viewed at the Internet addresses provided below, Health Services Advisory Group (HSAG) has obtained permission to make copies of the webinars so that you may listen to them at your convenience using the accompanying CD player. Notice that five copies of each webinar audio CD have been provided. This was done to foster sharing of the information among members of your hospital staff. The blue index cards inserted in each CD sleeve are provided to help you keep track of who has checked out each CD.

1. ***Creating Cultures of Safety***—Included are:

- A review of *Silence Kills*.
- An introduction to Crucial Conversations.
- Maine General Health's application of *Silence Kills*.

URL: <http://64.146.67.135/SilenceKills/>

2. ***Crucial Conversations***—(The audio CD begins with slide 3.) Included are:

- What is a Crucial Conversation?
- Examples of Crucial Conversations.
- An overview of basic skills.

Note: The *Crucial Conversations* book or the audio CD or audiotape version of the book will be provided to each hospital at a later date.

URL: <http://64.146.67.135/CCaudio>

3. ***Crucial Confrontations***—Included are:

- What is a Crucial Confrontation?
- The Law of the Hog.
- Fundamental Attribution Error.

Note: The *Crucial Confrontations* book or the audio CD version of the book will be provided to each hospital at a later date.

URL: <http://64.146.67.135/chico>

4. ***The Crucial Intervention***—Included are:

- Seven Crucial Conversations in health care.
- A survey to assess organizational performance of the seven Crucial Conversations.
- Scenarios of Crucial Conversations in health care (actual webinar only).

Note: Although the *The Crucial Intervention* webinar contains six videotaped dramatizations of situations in health care, the webinar audio CD does not include the soundtracks for the videos. Instead, there are six short gaps during this CD when the scenarios are presented. You will hear a "beep" at each point, which signifies a point where a video dramatization occurs in the actual webinar.

To view these dramatizations, go to the actual webinar at the address below. This will also provide an opportunity to visit VitalSmarts' Web site (www.vital-smarts.com) and become familiar with the many free resources and information on training.

URL: http://events.avacast.com/vital-smarts_9_vod/ava_player.php

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ROSC Intervention Timeline June 2006 to August 2006

Week of	Action	Subject
June 5	June 5—Team meets with senior leaders regarding participation in the HSOPSC national database and completes and submits the Eligibility Form and Survey that was used.	National Database
	June 7—Arizona ROSC teleconference is held.	Tele-conference
	June 9—Deadline to submit Eligibility Form and Survey to Westat.	National Database
June 12	Introduce the Intervention Toolkit to the ROSC team and distribute webinar audio CD #1, <i>Creating Cultures of Safety</i> , to each team member—including the CEO and other senior leaders.	AudioCD
June 19	Each hospital receives request for additional information from Westat.	National Database
	June 23—Deadline to fax signed Data Use Agreement to Westat.	National Database
	Discuss CD #1 via rosc4az@listserv.hsag.com .	Audio CD
June 26	HSAG will provide survey data files for hospitals to submit to Westat.	National Database
	June 27—ROSC National Teleconference, 11 a.m.–12:30 p.m. “Improving Patient Safety Culture—What Works in Rural Hospitals?” 1-800-830-7418 (See flyer.)	Tele-conference
	June 30—Deadline for submission of all information and survey files.	National Database
	Distribute CD #2, <i>Crucial Conversations</i> , to each of the team members, including the CEO and other senior leaders.	Audio CD
	Distribute CD #1 to other interested staff.	Audio CD
July 3	Discuss CD #2 via rosc4az@listserv.hsag.com .	Audio CD
	HSOPSC baseline report to be received by CEO. Schedule a team meeting to discuss results.	Baseline
July 10	Distribute CD #3, <i>Crucial Confrontations</i> , to each of the team members, including the CEO and other senior leaders.	Audio CD
	Distribute CDs #1 and #2 to other interested staff.	Audio CD
	Team meets to discuss HSOPSC baseline results and plan to disseminate results to all staff.	Baseline
July 17	Discuss CD #3 via rosc4az@listserv.hsag.com .	Audio CD
	Disseminate CDs #1, #2, and #3 to other interested staff.	Audio CD
	Dissemination of baseline results.	Baseline
	Calls will be scheduled for early August between the CEO of	Baseline &

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Week of	Action	Subject
	each hospital and HSAG's CEO to discuss results and interventions.	Intervention
July 24	Distribute audio CD #4, <i>The Crucial Intervention</i> , to each of the team members, including the CEO and other senior leaders.	Audio CD
July 31	Discuss CD #4 via rosc4az@listserv.hsag.com and disseminate CDs #1, 2, 3, and 4 to other interested staff.	Audio CD

Note: rosc4az@listserv.hsag.com is to be used by all ROSC-participating hospitals for continuous sharing of ideas, successes, what works, barriers, challenges, tools, etc.

Subsequent timelines and materials will be provided at a later date.

Moving toward transformational change together,



Judith Richard, RN, MS, CPHQ
ROSC Lead
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