



# Security Forces Hospital Makkah | Saudi Arabia

Working to address communication issues, improve teamwork for rapid response calls, decrease length of stay and prevent medication errors, Security Forces Hospital in Makkah, Saudi Arabia, first conducted a survey on patient safety culture from the Agency for Healthcare Research and Quality. Based on identified areas for improvement, the hospital began a comprehensive TeamSTEPPS implementation.

## Background

- Established in 2013 by the Saudi Arabia Ministry of Interior to serve the western region of the country.
- After hospital's Patient Safety Supervisor Dr. Muhammad Eltawansi attended a TeamSTEPPS Master Training course in 2016, formed a change team to apply training in the hospital.
- In 2018, implemented TeamSTEPPS to enhance patient safety culture and reduce clinical errors.

## Approach & Goals

- Identifying opportunities for improvement in teamwork and formulating a vision for TeamSTEPPS implementation.
- Providing TeamSTEPPS training to 350-plus hospital employees.
- Sustaining education and training by regularly monitoring and measuring the program's effectiveness and offering refresher training sessions.
- The core change team was formulated with the following members: Dr. Muhammad Eltawansi *Patient Safety Supervisor and Project leader*, Dr. Mohamed Emam *Quality Manager*, Dr. Ahmed Elsheikh *Quality and Patient Safety Director*, and Dr. Khalid Alzahrani *Deputy Program Director General*.

## Actions Taken

- By end of 2023, had used TeamSTEPPS to train more than 240 hospital caregivers.
- Measures training effectiveness through rounding, occurrence variance reporting and conducting periodic surveys.
- Customizes TeamSTEPPS to match hospital teams' processes and make training more interactive; delivers training in different lengths and formats to meet audience need.

## Positive Outcomes

- Showed improvement in nine composite measures of patient safety culture in AHRQ survey.
- Increased the overall patient safety grade from 57% in 2015 to 89% in 2022.
- Decreased pediatric intensive care unit length of stay from 5.8 to 2.3 days.
- In operating rooms, improved communication and increased administration of properly timed prophylactic antibiotics prior to incision to 100%.
- Decreased percentage of medical imaging reporting that exceeds 48 hours from 21.4% to 4.14%.

## Recommendations

- Readiness assessment and vision casting are essential first steps.
- The support of top management is key.
- Have a strong plan with practical steps for sustainment.