



transforming healthcare; pursuing perfection

October 17, 2014

Dear Colleague:

The current media attention has created a sense of urgency for healthcare leaders and their teams to be ready for Ebola screening and treatment for patients, and it has highlighted the need for healthcare teams to adhere to the best practices for infection control and prevention. We understand this is an unprecedented situation and wanted to take a moment to express our thoughts and encourage you during this challenging time.

Texas Presbyterian Hospital has long been considered an excellent hospital...until September 28th. On this day, the delayed diagnosis of a patient with Ebola, followed by two hospital employees contracting Ebola, raised questions about its practices. Our hearts go out to the family of the patient, the staff infected with Ebola and their families, and the entire hospital family who are suffering through not only illness and death, but also through the intense scrutiny from the media.

How can you be sure your hospital will not go through what Texas Presbyterian is going through and that your hospital will be as prepared as possible?

We should always strive to learn from history, and not repeat it. We urge you to remember your Lean training and the good work you are doing on a daily basis to transform your organizations to better serve your patients and community. Communicating with and effectively training your teams about what they need to do to screen and possibly treat patients and protect themselves is paramount.

Please go see the real work on the *gemba* and see for yourself if your people are ready to safely manage a highly infectious patient who shows up in your emergency department or clinic. Is there any written standard work? Is staff following standard work and tools for screening and managing patients and decontaminating surfaces and equipment to protect other patients and staff? What mistake-proofing has been put in place to make it easy to do the right thing regarding personal protective equipment and hand hygiene (and hard to skip steps)? Is there a culture of stopping the line so that anyone could quickly get help when they have concerns about how safe patients and staff are, and is there an openness to trying ideas for improving care and safety?

And, as you visibly review the state of your hospital's preparation, don't minimize the impact your physical presence will have on reassuring staff that their safety is a top priority.

Crisis leads to opportunities. This is a perfect time to follow leader standard work and to demonstrate the value of *genchi gembutsu*.

Sincerely,

Your partners at Rona Consulting Group