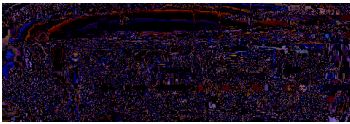
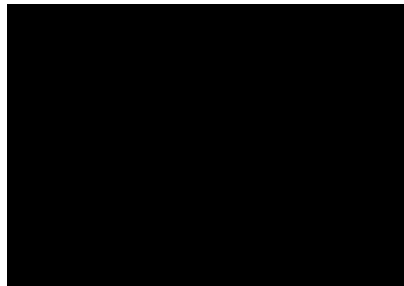


ProMedica:



ProMedica, based in northwest Ohio and southeast Michigan, embarked on their high reliability journey in 2013. A network of 13 hospitals and growing, ProMedica had always focused on the quality and safety of care; but in 2013, they kicked it up a notch. We spoke with Jeremy Cherry, BS, RN, CPPS, Safety Coordinator for System Quality & Safety, about ProMedica's ongoing efforts to reach zero harm.



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Root Cause Analyses –

Error Prevention Training –

Safety Coaching –

Safety Huddles –

- Staff interviews
- Meeting with stakeholders to discuss findings and create an
- Sharing results with all staff. An example is “Toledo Talks,” open meetings at Toledo Hospital where anyone with a staff ID can hear what was identified, details about the action

Safety Mondays –

Safety Newsletter –

JOE Boards –

