



CASE STUDY

Improving patient outcomes with proactive safety measures, intelligent healthcare solutions, and compassionate care delivery practices.

About Us

At HB Healthcare Safety (HBHS), we believe that **no one should ever suffer or die due to the process of care or system failures**. This belief drives our every action, and we are committed to transforming patient safety by redefining it through a proactive, experience-based lens. Our work is rooted in values-based change management, supported by intelligent software solutions that radically improve patient outcomes while restoring the integrity of the healthcare profession.

- ✓ **Core Values:** We are guided by Patience, Presence, Generosity, Grace, and Grit. These values shape every decision we make and every relationship we build, ensuring that our impact on healthcare is not only effective but meaningful.
- ✓ **Proactive Safety Redefined:** We are focused on shifting the traditional reactive approach to patient safety into a proactive strategy, reducing the burden of quality work while ensuring that practical, secure solutions support every phase of care delivery.
- ✓ **Empowering Teams with Innovation:** Our multidisciplinary educational content and secure software tools empower frontline healthcare teams to implement bold, relevant changes, fostering a culture of safety that leads to real, measurable improvements in patient care.

Our mission is clear: to end suffering caused by healthcare delivery. By guiding organizations through meaningful change, we renew care teams, improve safety culture, and enhance patient outcomes. Embodying the fierce determination of our mascot, the Honey Badger, we stand strong in radically transforming healthcare safety.

Enhancing End-of-Life Care

St. Luke's regional hospital faced significant challenges in improving patient experiences during end-of-life care. Initially focused on reducing mortality rates, the hospital recognized that enhancing patient processes at this critical stage was equally vital. This realization prompted the Quality Improvement team to explore innovative strategies to address these concerns effectively.

By engaging with the SLS framework, St. Luke's began a transformative journey toward identifying and addressing gaps in end-of-life care. **In partnership with HB Healthcare Safety and with the dedication of the Quality Improvement team, St. Luke's was able to implement comprehensive changes that significantly improved patient outcomes and satisfaction during these crucial moments.** The framework allowed for a more holistic approach, taking into account patient comfort, dignity, and emotional support for families. These enhancements not only impacted care delivery but also established new benchmarks for compassionate care within the hospital's broader mission.



Identifying Critical Gaps

The SLS system enabled St. Luke's to conduct standardized chart reviews, identifying key deficiencies in end-of-life care. By highlighting gaps in both care processes and documentation, the team was empowered to make data-driven improvements.



Training and Empowerment

The HBHS Team trained the team on the SLS standardized methods, enhancing their skills in quality improvement. This training fostered continuous learning and adaptation within the hospital to ensure patient safety at every stage.

Mortality and Patient Experience

St. Luke's regional hospital recognized that its mortality rates required urgent attention. However, the leadership understood that simply lowering these rates was not enough; the quality of end-of-life care needed enhancement. Through the SLS framework, the hospital began to uncover critical areas for improvement. The challenge was not only to reduce mortality but also to provide a dignified and supportive experience for patients and their families.

- 1 Mortality Focus**
The hospital's initial focus was on addressing mortality rates through data-driven insights. This emphasis allowed the team to identify specific patient care areas needing enhancement.
- 2 Need for Improvement**
Recognizing gaps in patient documentation and care processes was essential. By pinpointing these weaknesses, St. Luke's aimed to create a more effective patient care pathway.
- 3 Engaging Stakeholders**
Involving various hospital departments in the SLS process ensured a collaborative approach to patient care. This engagement led to comprehensive strategies that addressed patient needs more holistically.

Results

Through the first two years of implementing the SLS framework, St. Luke's achieved a 25% reduction in mortality rates. **The enhanced focus on end-of-life care processes led to significant improvements in patient satisfaction scores, highlighting the effectiveness of their initiatives.** Additionally, the collaboration fostered among departments paved the way for ongoing quality improvement efforts, ensuring sustained progress.



☎ 507 316 1118
✉ huddleston@hbhealthcaresafety.org
✉ @hbhealthcare
🌐 hbhealthcaresafety.org
📍 Red Wing, Minnesota 55066

Solution Process

In partnership with HBHS, St. Luke's adopted the SLS framework to facilitate comprehensive change in end-of-life care. The implementation involved a multi-step approach, including chart reviews and collaborative training sessions. The team quickly identified Opportunities for Improvement (OFIs) that led to actionable insights. As a result, the hospital began to make significant strides in both mortality and patient experience metrics.

- 1 SLS Training**
The HBHS Team provided training on the SLS standardized methods, equipping the team with essential skills. This training enabled staff to conduct thorough and meaningful chart reviews.
- 2 Data-Driven Insights**
The use of data analytics allowed the team to track improvements over time. Continuous evaluation ensured that changes were effective and met patient needs.

Looking Ahead

St. Luke's is committed to continuing its journey toward improved patient care, focusing on expanding the SLS framework beyond mortality reviews. The hospital plans to deepen its engagement with families and community resources to support patients during end-of-life transitions.

- ✔ **Future Training Initiatives:** Ongoing training programs will be established to keep the staff updated on best practices in end-of-life care. This investment in education will ensure that the team remains equipped to provide exceptional patient support.
- ✔ **Community Partnerships:** Collaborating with local hospice and palliative care services will enhance patient resources. Building these partnerships is crucial for comprehensive care that respects patient wishes.



REVOLUTIONIZING
PATIENT SAFETY
WITH SLS SAFEWEAR®.