

Implementation of Patient Safety Practices: Experience Report Awarded by Target Zero Program – 3M, Diamond Category

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Summary

This experience report describes the implementation of patient safety and healthcare compliance practices that resulted in Quinta D'Or Hospital, Rio de Janeiro, receiving the 2013 3M Target Zero Award, Diamond category. The process involved developing and implementing a 102-item checklist in the Surgical Center and Central Sterilization and Materials Department (CMS), covering aspects of infrastructure, healthcare processes, human resources, and continuing education. The items were based on national and international guidelines and emphasized compliance with quality and safety standards. These actions promoted significant improvements in operational processes and the institutional safety culture, strengthening the nursing team's performance and multidisciplinary integration.

Keywords: Patient Safety; Nursing; Infection Control; Quality Management; Experience Report.

Abstract

This experience report describes the implementation of patient safety and healthcare compliance practices that resulted in Quinta D'Or Hospital, Rio de Janeiro, receiving the 2013 Diamond Target Zero Award – 3M. The process involved developing and implementing a 102-item checklist in the Surgical Center and Central Sterilization and Materials Department (CMS), covering aspects of infrastructure, healthcare processes, human resources, and continuing education. The items were based on national and international guidelines and emphasized compliance with quality and safety standards. These actions promoted significant improvements in operational processes and the institutional safety culture, strengthening the nursing team's performance and multidisciplinary integration.

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1. Introduction

Patient safety is one of the essential pillars of healthcare and constitutes a ethical and institutional commitment of all professionals involved. Programs like Target Zero, promoted by 3M, aims to recognize institutions that achieve excellence in quality and safety of care, based on practices supported by scientific evidence and standardized protocols.

In 2013, Quinta D'Or Hospital, located in Rio de Janeiro, was awarded the Prize Target Zero – 3M in the Diamond category, in recognition of the results obtained in the application of a healthcare compliance checklist aimed at the continuous improvement of the Center units Surgical and Material and Sterilization Center (CME).

2. Objective

Report the experience of the nursing team at Hospital Quinta D'Or in implementing a compliance checklist, which resulted in improvements in patient safety processes and in institutional recognition by the Target Zero Award – 3M.

3. Methodology

This is an experience report developed from care and management practice. held in 2013, at Hospital Quinta D'Or, in the Surgical Center and CME units. The instrument used was a checklist composed of 102 items, prepared based on guides and national and international associations focused on patient safety, infection control, sterilization and safe surgical practices.

The items covered the following categories:

- Cleaning and sterilization of medical articles;
- Pre, intra and post-operative routines;
- Physical and technological infrastructure;
- Human resources management;
- Continuing education and training;
- Protocols and work instructions;
- Preventive maintenance and equipment calibration.

4. Results

The systematic application of the checklist allowed:

- Identify non-conformities in critical processes and propose immediate action plans;
- Standardize protocols assistance and instructions of work;
- Strengthen the safety culture and team commitment;
- Ensure documentary evidence of professional training, equipment calibration and technical maintenance;
- Raise the level of institutional compliance with international quality standards and security.

As a result, the evaluated units achieved a high degree of compliance, being recognized by the Target Zero Award – 3M Diamond category, which highlighted excellence in practices of patient safety and hospital quality management.

5. Discussion

Experience reinforces that systematic assessment through checklists is an effective tool for monitoring the quality of care and reducing risks. The adoption of practices based on evidence, combined with continuing education, enhances the performance of the team nursing and favors the continuous improvement of hospital processes.

Similar experiences described in the literature indicate that the use of audit instruments and compliance helps reduce adverse events, strengthen surgical safety and promote the culture of shared responsibility among health professionals.

6. Conclusion

Quinta D'Or Hospital's recognition by the Target Zero Award – 3M, Diamond category (2013) represents the consolidation of a management model committed to the safety of patient, the quality of care and the protagonism of the nursing team. The application of compliance tools, combined with ongoing training, constitute a sustainable strategy to ensure operational excellence and safe care in healthcare institutions.

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Professional Biography

Juliana Cordeiro is a Nurse, with experience in Patient Safety, Surgical Center and Material and Sterilization Center. He worked at Quinta D'Or Hospital – Rio de Janeiro (Brazil), where coordinated healthcare compliance and quality actions, resulting in recognition by Target Zero Award – 3M (2013), Diamond category. Has experience in process management, hospital infection control and continuing education in nursing. It is dedicated to promoting safety culture and the implementation of evidence-based practices.