Journey to Double 00

Pat Nemeth, VP Facilities
Sharp HealthCare
Ideas are the fuel of our industry.

We connect the dots & spark the flame.
What is a HRO?
What is Double 00?
Healthcare

• 250,000 deaths per year due to medical errors.

• 10% of all deaths are due to medical errors. (John Hopkins Study, 2016)

Construction

• One in 10 construction workers are injured every year. (OSHA, 2016)

• Construction industry is number #2 for fatal injuries to workers younger than 18. (US Library of Medicine)
What is an HRO?

• An HRO is an organization that:
  • By the very nature of their operations
  • They are expected to have a high rate of mishaps,
  • But they don’t.
5 HRO Principles

1. Preoccupied with Failure
2. Sensitive to the Front Line Operations
3. Reluctant to Simplify Interpretations
4. Resilient
5. Defer to Expertise
Sharp’s HRO Initiative

Our goal is to be the safest, most reliable, health care system in the universe!
Reliable =

To perform as intended, consistently over time.
What is Double 00?
Double 00 =
Zero Harm & Zero Defects
What does Double 00 mean to Sharp?

• Year 1: Launched HRO initiative
• Year 2: All leaders trained & daily Huddles initiated
• Year 3: All employees complete HRO training
Basic HRO Tools:

- Reliability Huddles
  - Communication
  - Sensitive to Front Line Operations

- Checklist Focused
  - Preoccupied with Failure
  - Do not simplify process
Some of Sharp’s Heroes

- Dr. Norm Chen – Sharp CV
  *Prevented wrong X-Ray being used for the wrong patient*

- Molly Stark, Sharp Memorial
  *Detected IT error that could have caused wrong dose of insulin*

- Bella Aminov, RN
  *Prevented wrong site surgery*
On any given day, 1 in 25 hospital patients has at least 1 hospital acquired infection.
Buildings Affect Hospital Acquired Infections

Contact: 80 – 90%
Air: 5 – 10%
Water: 5 – 10%

Reference: HERD Journal 2013
What does Double 00 mean to us?
• HRO is the next logical step in advancing Design Build.

• It is about WHAT & HOW
What
• Safer buildings

How
• Efficient
• Integrated
• Reliable
HRO & Sharp Chula Vista Ocean View Tower

RFP calls for HRO

Bid HRO features = 33

By CDs the # of HRO features = 55

Integration + Collaboration = Success
55 HRO Design Features

- Code 8
- Improvement 28
- Standard 14
- Anti-microbial finish
- Major Advancement 20
- Air handlers with UV Disinfectant
Through a different lens
But what does the Double 00 mean to HOW we work?

- Zero Harm
- Zero Defects
Zero Harm = NO

- Worker safety events
- Infection control events
- Construction mistakes
- Equipment failures
Zero Defects = NO

- Re-work
- Excessive RFIs
- Last minute Owner Changes
- Wasted time & materials
- Schedule delays
- Inter-personal conflicts
What do we accept as OK?
“See our product through the eyes of the customer.”
We can be HROs.

Using Design Build we can deliver:

• Quality projects that advance our client’s market objectives
• Reliably on Schedule & within Budget
• With integrated high performance teams
What will the journey to Double 00 mean to you?