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FOR IMMEDIATE RELEASE:

Survey reveals improved culture and leadership at Eleanor Slater Hospital

(Dec. 4, 2023) — A new survey of employees at Eleanor Slater Hospital shows that perceptions of patient safety and leadership’s commitment to safety have dramatically improved over the past two years, with the hospital now scoring above most national benchmarks.

The Hospital Safety Survey, administered every two years by the Healthcare Quality and Research division of the U.S. Department of Health and Human Services, measures employee perceptions of a hospital’s operations.

The 2021 survey results indicated that Eleanor Slater Hospital was below most national benchmarks, but the 2023 results show Eleanor Slater is now above many national benchmarks, including those for open communication, supervisor support for safety, and overall safety.

“The latest survey results show that we are serious about patient safety, and we are committed to making sure employees are comfortable sharing any concerns or observations they might have,” said Brett Johnson, CEO of Eleanor Slater Hospital since May of 2022. “One of the most important steps a hospital can take is to listen to its staff and encourage them to be part of the conversation. That helps us to improve patient care and safety, and those are our most important goals.”

“The responses from our staff are another confirmation that Eleanor Slater Hospital is moving in the right direction,” said Dr. Louis A. Cerbo, Interim Director of the Department of Behavioral Healthcare, Developmental Disabilities & Hospitals. “Nothing is more important than the safety of our patients and staff, and that’s why it is critical to have an environment where employees are encouraged to share concerns and make suggestions. I congratulate the hospital staff and look forward to continued improvement as we move forward.”

Eleanor Slater Hospital has taken a number of steps to improve safety and communication over the past two years. Those steps include:

- Environmental and culture changes to address patient rights and safety issues, including setting up an anonymous employee tip line, routine updating of policies and procedures,

and a new process for reporting adverse events.

- The launch of data-driven hospital-wide quality assessment and performance improvement efforts, supported by routine meetings of the Performance Improvement Steering Committee, which provides quarterly reports to leadership.
- The appointment of a new Patient Safety Officer to oversee care in accordance with standards of nursing practice.
- A new hospital-wide approach to education, with the hiring of two additional educators and an administrative support person, providing a critical mass of educators who can go to hospital wards, observe staff, and provide feedback and retraining in real time.

The survey 2023 results can be viewed [here](#) and the 2021 survey results can be viewed [here](#).

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