

ZERO HARM

2022 Frequently Asked Questions

1. Do we have to apply in the portal for the Zero Harm Excellence award?

No, each facility that applies for Clinical, Suicide and/or Leadership awards in the portal will be reviewed and points will be awarded based on validation in each category. For a complete list of points and categories, please visit the Zero Harm webpage at scha.org/zeroharm.

2. Can we apply for the Drive to Zero Harm Leadership and/or Zero Suicide Award if my facility does not qualify for any clinical awards?

Yes, your facility can still apply and qualify for the Leadership Award and/or the Zero Suicide Award if you do not qualify for clinical awards.

3. Are we eligible for the Zero Harm excellence award if we do not qualify for clinical awards?

Yes, your facility may still be recognized for individual categories that demonstrate your commitment to highly reliable care delivery. Each facility and will be reviewed and validated to determine qualification for the Drive to Excellence award. For a complete list of points and categories, visit scha.org/zeroharm.

4. Why is the Zero Suicide section weighted higher than other categories for the Drive to Zero Harm Excellence Award?

Suicide prevention is one of our Board-approved Live Healthy Priorities. We also understand that training and education takes time and resources. We want our hospitals to be positioned to take on the challenge with this measure and have intentionally weighted this measurement heavier than other areas of Zero Harm work.

5. What is the timeframe data will be reviewed for the clinical awards?

DHEC will validate NHSN data from January 1, 2021 to December 31, 2021 to confirm qualification for the Zero Harm clinical awards.

6. Can I apply for CLABSI in multiple units in my facility?

Yes, you can apply for as many units as you would like for the CLABSI category. In the portal when you select CLABSI, there will be a drop-down box for you to list each unit you would like to be validated. **Please note: The unit must be a NHSN defined unit.**

7. When will the portal open and for how long?

The portal will open on July 11, 2022 and remain open until August 17, 2022. Members of the Zero Harm network email listserv will receive a series of communications with portal information prior to the portal opening and a direct link to the portal will be provided on the Zero Harm Program webpage.

8. How will my facility be notified if we received the Drive to Zero Harm Excellence Award?

The facility Point of Contact (POC) that applied in the portal will receive an email communication before we finalize the awards confirming the validated point value of your application. If a portion of the criteria cannot be validated, we will review other potential opportunities to meet the point requirement.

9. How are we going to celebrate our successes this year?

Due to COVID-19 last year, SCHA sent out congratulatory boxes to each facility. We have a dedicated web page on our website that displays winners by area, and we shared the awards with the press and on social media. We are in current discussions with the team regarding how we will celebrate this year...stay tuned!

10. Will my CEO be notified about our facility awards?

At the end of the application process, you will have the opportunity to enter the email of your CEO to be copied. Additionally, the official award notification email will be sent to the facility POC that submitted the application and the CEO.

11. If we received the Drive to Zero Suicide award in 2021, can we qualify again in 2022 for this award?

Yes, to qualify for the award, a facility must complete the metrics in at least three of the categories below during 2021. Previous winners should demonstrate improved or enhanced progression of completed metrics or incorporation of new metrics to qualify in 2022.

12. What's new in 2022?

All clinical award categories have remained the same for 2022 and no additional categories have been added this year. For the Drive to Zero Suicide, a new policy, Ask the Question has been added as a policy metric. For more information about the Ask the Question initiative to incorporate into your facility please [review this resource](#) from the SC Department of Veterans' Affairs or contact ncarter@scha.org for more information.

13. Who should I contact with questions?

Contact Nan Carter (ncarter@scha.org) for information related to Zero Harm, including program additions and portal assistance.

14. Are there other opportunities to learn more about SCHA's Zero Harm work?

Yes, please sign up to receive our quarterly Zero Harm Newsletter by contacting Nan Carter (ncarter@scha.org) and visit SCHA's [Zero Harm webpage](#).