

Reducing hospital harm: establishing a command centre to foster situational awareness.

March 29, 2023

Collins B. Reducing hospital harm: establishing a command centre to foster situational awareness. *Healthc Q.* 2022;25(2):75-81. doi:10.12927/hcq.2022.26885.

<https://psnet.ahrq.gov/innovation/reducing-hospital-harm-establishing-command-centre-foster-situational-awareness>

[Situational awareness](#) during complex care events, such as clinical deterioration, [medication administration](#), or the [admission process](#), is an important component of teamwork and [high reliability](#).

This article describes the development and implementation of Command Centre – Generation 2 (CC2) at Canada’s Humber River Hospital, which is a fully digital hospital designed around the principles of high reliability and human factors science. The hospital previously implemented Command Centre – Generation 1 (CC1), which aimed to address patient access and flow issues. CC2 uses the tenets of situational awareness, predictive analytics, and real-time data to support early identification and real-time management of patients at risk of harm or clinical deterioration and to support the elimination of never events. CC2 uses *tiles* to create a visual display of predictive analytics and real-time data for clinicians to support clinical decision-making.

Since CC2 implementation in 2019, researchers have identified an association between CC2 tiles and lower rates of hospital harm. The hospital is currently developing Command Centre – Generation 3 (CC3), which will focus on supporting broader health and wellness, including virtual visits, home monitoring, patient access, and education.