Patient Perspective for RCA with Patient/Family Advisors

Presenters:
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- Licensed Beds: 338
- Level II Trauma Center
- Tertiary Care Center
Webinar Objectives

- Share considerations to including Patient/Family Advisors on RCA teams
  - Selection criteria
  - Job Description
  - Training
- Lessons learned so far from pilot
- Recommendations going forward
Root Cause Analysis

- Investigate SSEs per NQF
- Multidisciplinary teams
- Include front-line caregivers & providers
Why Include Patient/Family Advisors?

• Why not the patient/family affected by the error?

• Just Culture

• Important Perspective
First Steps

• Working with the Volunteer Services Director
• Engaging the Patient Advisory Council
• Confirmed with Risk Management
• Wrote a Job Description
• Recruited
Job Description: Qualifications

Willing to train
Confidential
Committed to Just Culture focus
Curious
Able to remain calm in stressful situations
Committed to process improvement & safety
Able to communicate w/ a team including physicians
Communicates well
Good listening skills
Job Description: Primary Responsibilities

- Always maintain confidentiality
- Advocate for the needs of patients and families
- Participate in the multidisciplinary RCA team meetings
- Participate in identifying and analyzing latent root causes of Serious Safety Events
- Participate in recommending action plans
- Provide a patient/family perspective to the team by asking questions.
Experience with our pilot

- Value of training
- Sharing the facts
- RCAs can be scary
- Asking hard questions
- Welcomed
- Honor
Lessons so far

• Starting off together
• Confidentiality & the community
• Importance of introductions
• Completing the feedback loop
• Value Added
The path forward

- Additional recruiting
- System spread
- Adding Patient/Family Advisors to our System Event Review team
- Networking
Thank you

- Questions or comments?
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