The Washington Patient Safety Coalition

A Year in Review and Glace Ahead
Objectives:

- WPSC - Who we are and What we Do
- Years in Review: Guiding Goals of 2012-2015
- Years in Review: Activities of 2012-2015
- Glance Ahead: Strategic Planning Session, 2015
  - Guiding Goals of 2016-2019
  - New Activities
  - 2016 Events
- Current External Landscape: NPSF report
Who we are and what we do

- Background and History
- Mission, Vision, Values
- Members:

<table>
<thead>
<tr>
<th>Patients and Families</th>
<th>Professional Associations</th>
<th>Payers</th>
<th>Providers</th>
<th>Government Agencies</th>
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<tbody>
<tr>
<td>• Engaged Individuals</td>
<td>• WSHA • WSMA • WSPA</td>
<td>• Premera Blue Cross</td>
<td>• Acute Care Hospitals • Clinic Systems • Medicaid MCO’s</td>
<td>• CMS • Department of Health</td>
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Who We Are: [http://www.wapatientsafety.org/our-members](http://www.wapatientsafety.org/our-members)

Amerigroup  
Centers for Medicare and Medicaid Services  
Cellnetix  
Community Health Plan of Washington  
Confluence Health  
The Everett Clinic  
EvergreenHealth  
Fairfax Hospital  
First Choice Health  
Franciscan Health System  
Group Health Cooperative  
Minor & James Medical  
MultiCare Health System  
Northwest Kidney Centers  
Othello Community Hospital  
Pacific Medical Centers/U.S. Family Health Plan  
Pathology Associates Medical Laboratories  
Peacehealth Washington  
Physicians Insurance  
The Polyclinic  

Premera Blue Cross  
Providence Health & Services  
Pullman Regional Hospital  
Qualis Health  
Seattle Cancer Care Alliance  
Seattle Children’s  
Snoqualmie Valley Hospital and Clinics  
Swedish Health Services  
UW Medicine  
Veterans Association, Puget Sound Health Care System  
Virginia Mason Hospital & Medical Center  
Washington Health Care Association  
Washington State Department of Health  
Washington State Health Care Authority  
Washington State Hospital Association  
Washington State Medical Association  
Washington State Nurses Association  
Washington State Pharmacy Association  
Whidbey General Hospital
How we work: Setting Priorities

WPSC Steering Committee

Patient Safety Priority 1

Patient Safety Priority 2

Patient Safety Priority 3
How we work: Taking Action

WPSC Steering Committee

- Workgroups
- Subcommittees
- Educational Events
WPSC Years in Review
Terminology:

Goals
One:

Tactic
one

Tactic
two

Activity
one

Activity
two

Activity
one

Activity
Two
## Years in Review: Goals of 2012-2015

<table>
<thead>
<tr>
<th>1. Measurably increase or improve patient engagement in and understanding of his/her care.</th>
<th>Compile resources for patients preparing for health care visits.</th>
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<tr>
<td>2. Promote effective communication between providers within an organization.</td>
<td>Promote use of TeamSTEPPS &amp; specific tools in its tool kit; provide forum for sharing experiences.</td>
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<tr>
<td>3. Promote effective communication with and between other stakeholders.</td>
<td>Share with stakeholders cross-cutting, cross-organization lessons from root cause analyses (RCAs).</td>
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Years in Review: Notable Activities for 2012-2015

**Educational Activities**
- Webinars
- Presentations

**Resources**
- Patient and Family Engagement
- Website Redesign

**Workgroups**
- My Medicine List Campaign
- Medication Safety Week
- Second Victim
Years in Review: Notable Activities

“Great poster viewing - made some great connections to enhance my work.”

“Best conference ever - great speakers!”

“One of the best! This has been a stimulating day from keynote to breakout to posters.”
WPSC- A Glance Ahead
2015 Strategic Planning Session - Preparation

- Collate all activities, 2012-2015
- Stakeholder and Member “Sensing Surveys”
- Broad Representation
WPSC 2016-2019 Organizational Goals and Tactics

WPSC Values:
• Patient-centered
• System-oriented and sustainable
• Evidence-based
• Inclusive
• Resource-sensitive
Organizational Goals: 2016-2019

**Goal:**
The WPSC will work to reduce disparities in safe care delivery throughout Washington State.

<table>
<thead>
<tr>
<th>Tactic 1: Improve the WPSC Steering Committee’s understanding of healthcare disparities.</th>
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<td><strong>Tactic 2:</strong> Establish and disseminate best practices for all stakeholders.</td>
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<td><strong>Tactic 3:</strong> Reduce use of low value/unsafe care for non-majority patients.</td>
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Organizational Goals: 2016-2019

**Goal:**
WPSC will be the hub for patient safety practices across the health care spectrum within Washington State.

**Tactic 1:** Create a robust digital media strategy.

**Tactic 2:** Address gaps in resources around behavioral health

**Tactic 3:** Leverage WPSC activities with partner organizations to increase effectiveness as a patient safety hub
# Organizational Goals: 2016-2019

**Goal:**
The WPSC will promote behaviors and structures that achieve safe culture across the spectrum of care.

| Tactic 1: Disseminate evidence-based methods that improve communication and teamwork. |
| Tactic 2: Promote Just Culture tools and methods. |
Other 2016 Activities: “Champion” blogs

- Bright Spots

- Medication Safety and Pharmacy tech champion blogs
2016 Activities: Targeted Sponsorship

- Monthly educational webinars
- WPSC Website
- Metro Bus Advertisements
- 2016 Conference
2016 Activities: Webinars

▸ **February:** “Engaging Your Patients: Create a Culture of Service Excellence.” Edward Leigh, founder and Director of the Center for Healthcare Communication

▸ **March:** “Is Patient Safety the New Tort Reform? The Impact of Transparency on Patients, Families, Staff & Culture.” Martin J. Hatlie, JD, CEO, Project Patient Care.
2016 Activities: 14\textsuperscript{th} Annual Patient Safety Conference

Date: May 4\textsuperscript{th}, 2016

Location: Lynwood Convention Center

Registration: Open Now! Early Bird Rates Available.

** We are still accepting presentation and poster proposals**
2016 Activities: 14th Annual Patient Safety Conference

Shared Decision Making Workshop

Gold Level Sponsor! Host of “Awards of Excellence”
Keep an eye out...

Student Membership
- Preparing the Next Generation

Website Redesign
- Member Value

E-Newsletter
- Effective Resource Sharing

HealthPact/CRP
- Closure of Unanticipated Events
External Landscape: State of Patient Safety
EIGHT RECOMMENDATIONS FOR ACHIEVING TOTAL SYSTEMS SAFETY

From the report of an expert panel convened by the National Patient Safety Foundation:

Free from Harm: Accelerating Patient Safety Improvement
Fifteen Years After To Err Is Human

1. ENSURE THAT LEADERS ESTABLISH AND SUSTAIN A SAFETY CULTURE

Improving safety requires an organizational culture (not just a mission) that prioritizes safety. The importance of culture change needs to be brought to the forefront, rather than taking a backseat to other safety activities.

2. CREATE CENTRALIZED AND COORDINATED OVERSIGHT OF PATIENT SAFETY

Optimization of patient safety efforts requires consistent alignment, coordination, and oversight of national governing bodies and other safety organizations.

3. CREATE A COMMON SET OF SAFETY METRICS THAT REFLECT MEANINGFUL OUTCOMES

Measurement is foundational to advancing improvement. To advance safety, we need to establish meaningful metrics across the care continuum and create ways to identify and measure risks and hazards proactively.

4. INCREASE FUNDING FOR RESEARCH IN PATIENT SAFETY AND IMPLEMENTATION SCIENCE

To make substantial advances in patient safety, both safety science and implementation science should be advanced, to more completely understand safety hazards and the best ways to prevent them.

5. ADDRESS SAFETY ACROSS THE ENTIRE CARE CONTINUUM

Patients deserve safe care in and across every setting. Health care organizations need better tools, processes, and structures to deliver care safely and to evaluate the safety of care in various settings.

6. SUPPORT THE HEALTHCARE WORKFORCE

Workforce safety, resilience, and well-being is absolutely necessary to providing safe care. Nurses, physicians, medical assistants, pharmacists, technicians, and others need support to fulfill their highest potential as healers.

7. PARTNER WITH PATIENTS AND FAMILIES FOR THE SAFEST CARE

Patients and families need to be actively engaged at all levels of healthcare. At its core, patient engagement is about the free flow of information to and from the patient.

8. ENSURE THAT TECHNOLOGY IS SAFE AND OPTIMIZED TO IMPROVE PATIENT SAFETY

Optimizing the safety benefits and minimizing the unintended consequences of health IT rational.

External Landscape; NPSF

- Ensure that leaders establish and sustain a safety culture.
- Create centralized and Coordinated oversight of patient safety.
- Create a common set of safety metrics that reflect meaningful outcomes.
- Increase funding for research in patient safety and implementation science.
- Address safety across the care continuum.
- Support the healthcare workforce.
- Partner with patients and families for the safest care.
- Ensure that technology is safe and optimized to improve patient safety.
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1. **ENSURE THAT LEADERS ESTABLISH AND SUSTAIN A SAFETY CULTURE**
   - Improving safety requires an organizational culture that enables and prioritizes safety.
   - The importance of culture change needs to be_Valued. It is crucial, rather than taking a backlash to other safety activities.

2. **CREATE CENTRALIZED AND COORDINATED OVERSIGHT OF PATIENT SAFETY**
   - Optimize the patient safety efforts and coordination of oversight of national governing bodies and other safety organizations.

3. **CREATE A COMMON SET OF SAFETY METRICS THAT REFLECT MEANINGFUL OUTCOMES**
   - Measurement is foundational to advancing improvement. To advance safety, we need to establish common metrics that reflect meaningful improvements making it easier to track progress.

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External Landscape; NPSF

- Ensure that leaders establish and sustain a safety culture.
  - Promotion and dissemination of Just Culture and teamwork communication tools and methods.
- Create centralized and Coordinated oversight of patient safety.
  - HealthPact/ CRP
- Address safety across the care continuum.
  - Organizational Goal: The WPSC will promote behaviors and structures that achieve safe culture across the spectrum of care.
- Support the healthcare workforce.
  - Second Victim Resources and Activities
  - Blog “Champion” Series
- Partner with patients and families for the safest care.
  - 2016 Annual Conference: “Patients and Families as Partners in Safe Care”
Recap & Next Steps

Past Activities
Strategic Planning Session
New Goals and Activities
2014 & 2015 Conference
New Sponsorship and Participation Opportunities
National Patient Safety Foundation Report
Questions?

Contact: Kveit@qualityhealth.org