

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:

Patients and Families	Professional Associations	Payers	Providers	Government Agencies
<ul style="list-style-type: none">• Engaged Individuals	<ul style="list-style-type: none">• WSHA• WSMA• WSPA	<ul style="list-style-type: none">• Premera Blue Cross	<ul style="list-style-type: none">• Acute Care Hospitals• Clinic Systems• Medicaid MCO's	<ul style="list-style-type: none">• CMS• Department of Health

Who We Are: <http://www.wapatientssafety.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

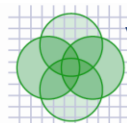
WPSC Steering
Committee



Patient
Safety
Priority 1

Patient
Safety
Priority 2

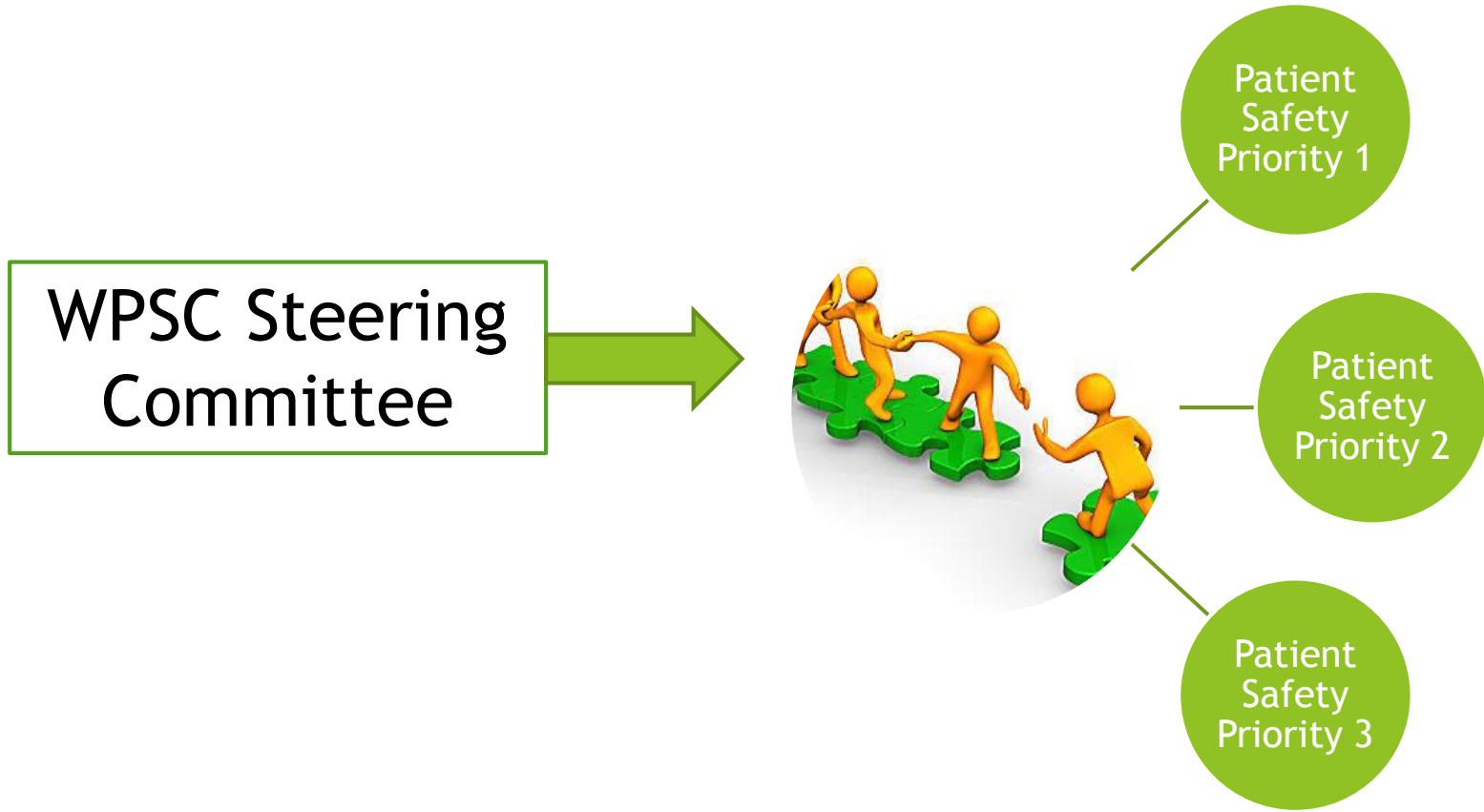
Patient
Safety
Priority 3



WPSC

WASHINGTON **PATIENT SAFETY** COALITION
A PROGRAM OF THE FOUNDATION FOR HEALTH CARE QUALITY

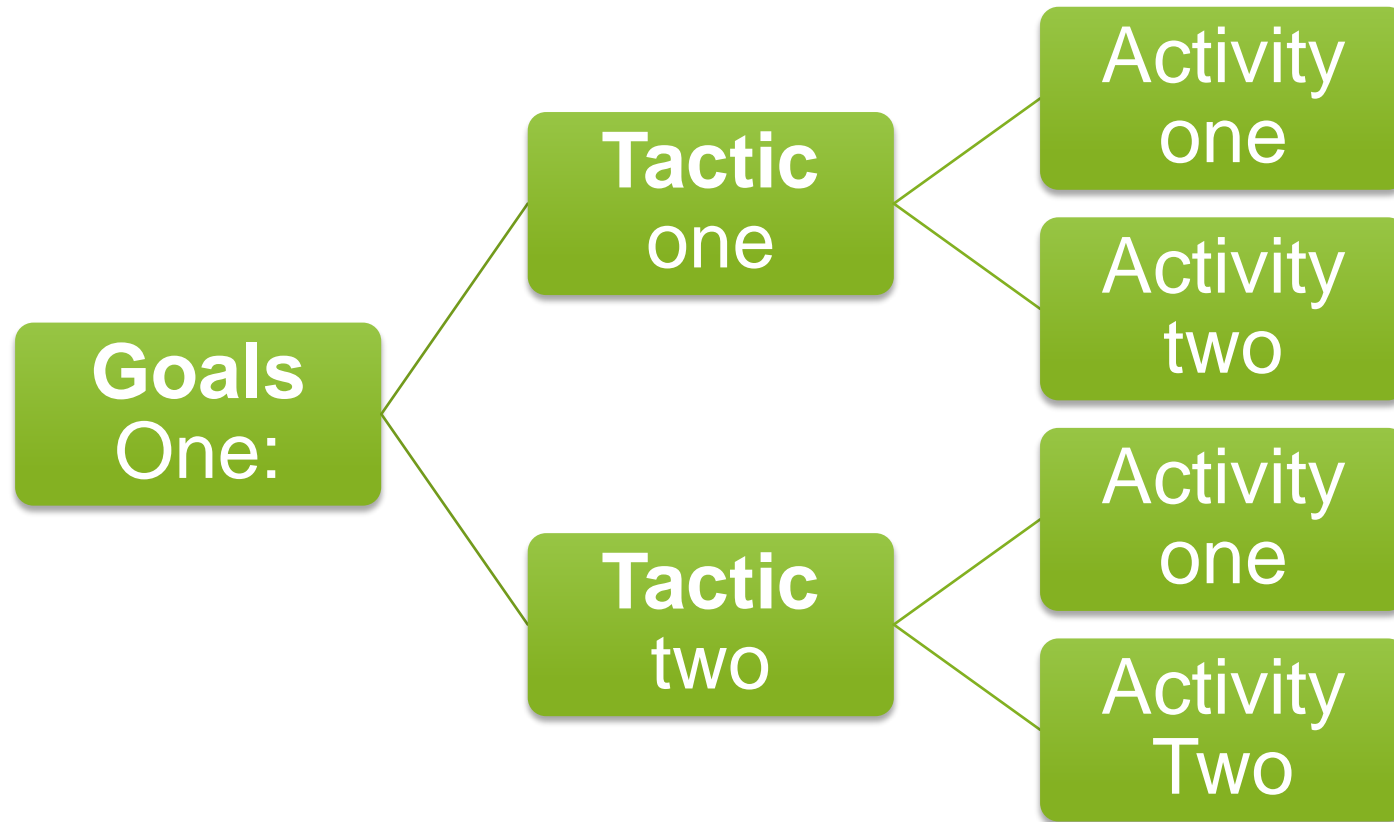
How we work: Taking Action




- Workgroups
- Subcommittees
- Educational Events

WPSC Years in Review

Terminology:



Years in Review: Goals of 2012- 2015



1. Measurably increase or improve patient engagement in and understanding of his/her care.

- Compile resources for patients preparing for health care visits.

2. Promote effective communication between providers within an organization.

- Promote use of TeamSTEPPS & specific tools in its tool kit; provide forum for sharing experiences.

3. Promote effective communication with and between other stakeholders.

- Share with stakeholders cross-cutting, cross-organization lessons from root cause analyses (RCAs).

Years in Review: Notable Activities for 2012-2015

Educational Activities

- Webinars
- Presentations

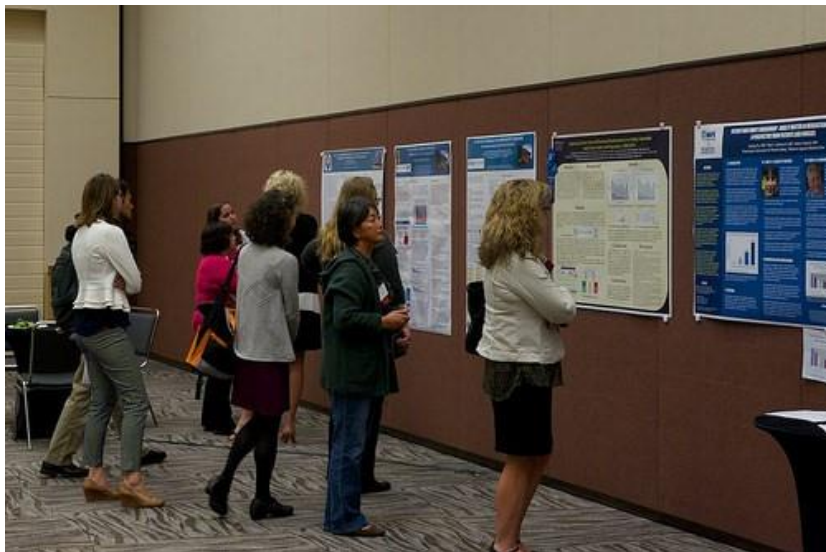
Resources

- 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.”

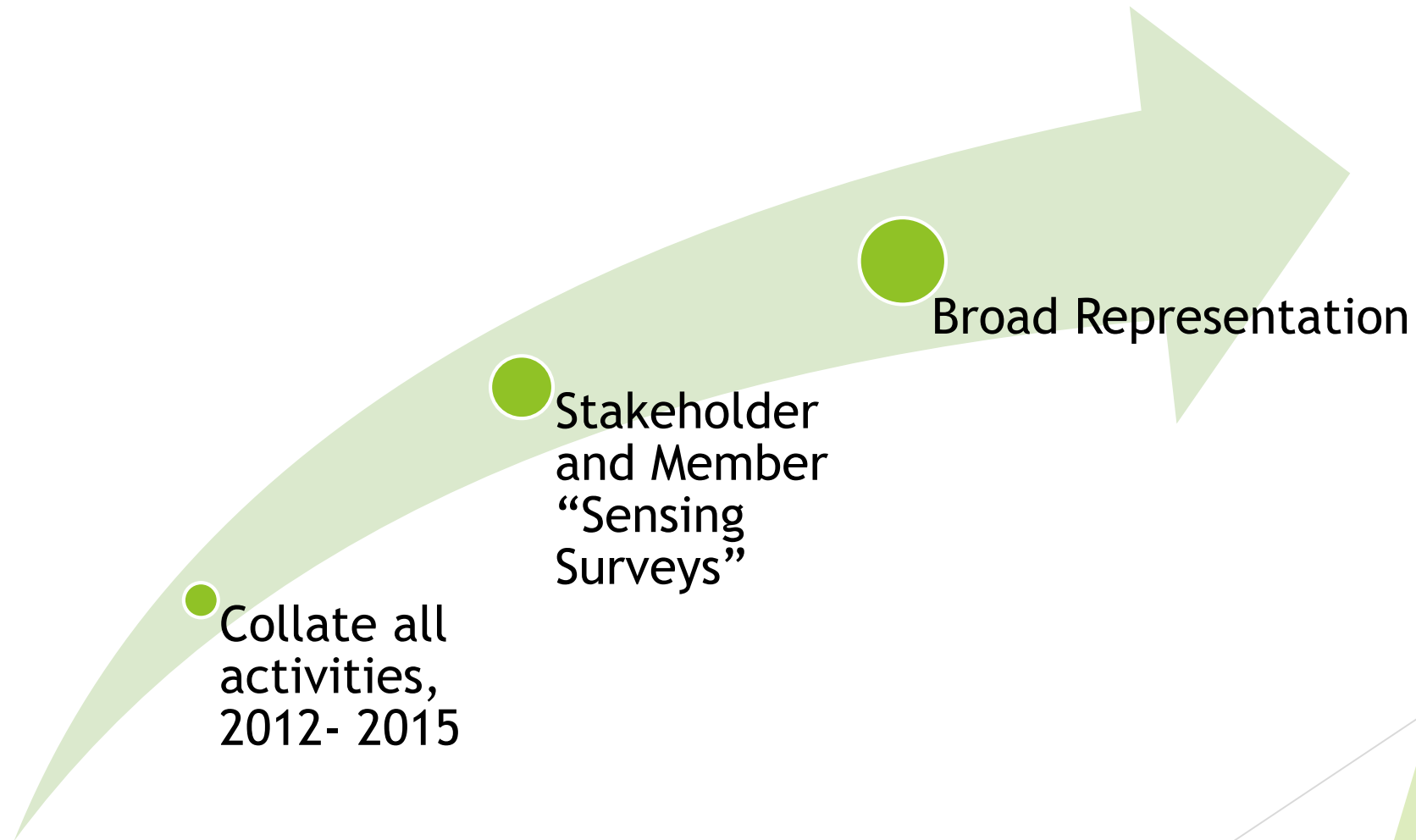
“ Best conference ever- great speakers!”



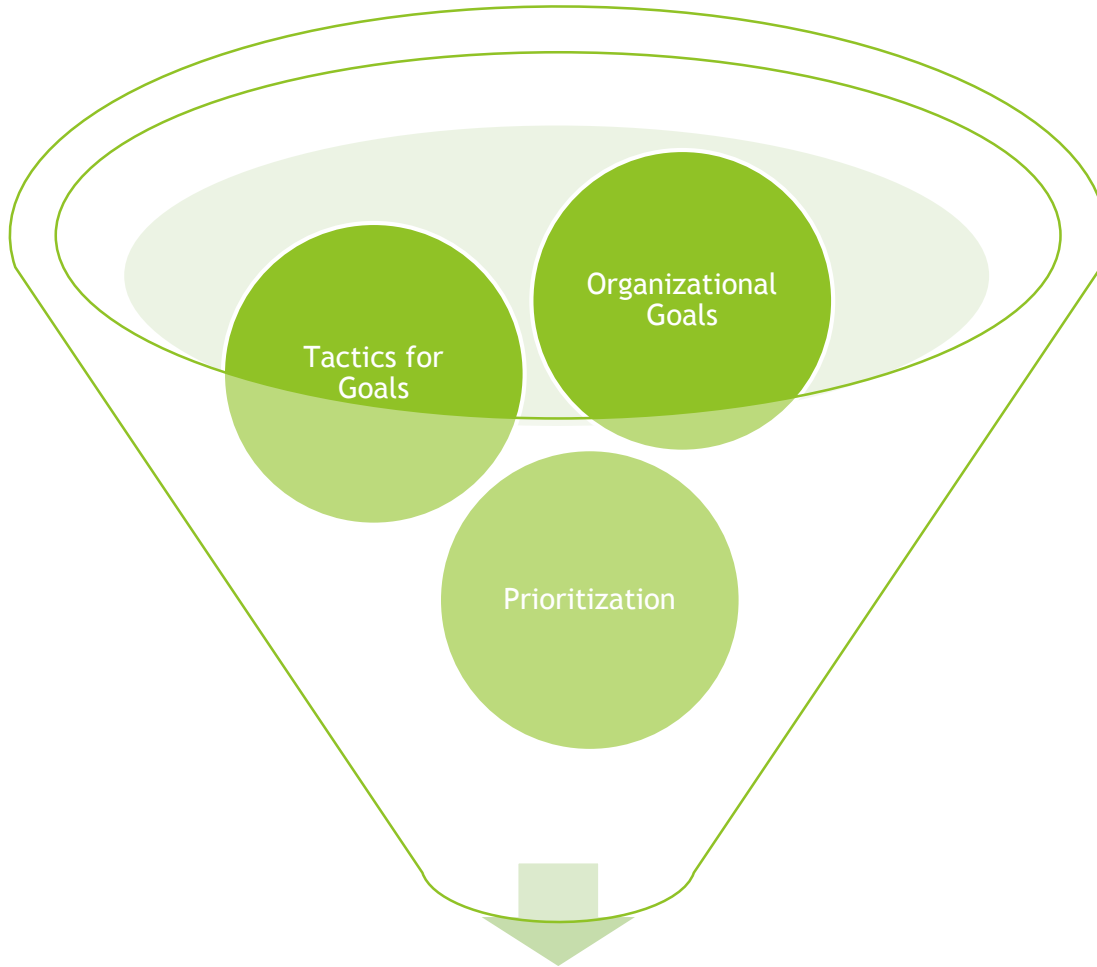
“One of the best! This has been a stimulating day from keynote to breakout to posters.”

WPSC- A Glance Ahead

2015 Strategic Planning Session- Preparation



2015 Strategic Planning Session- Process



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

Tactic 1: Improve the WPSC Steering Committee's understanding of healthcare disparities.

Tactic 2: Establish and disseminate best practices for all stakeholders.

Tactic 3: Reduce use of low value/ unsafe care for non-majority patients.



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



Be safe. Know what medicines you are taking.

Carry And Share It
MY MEDICINE LIST
A List Can Save Your Life!

Keep a list of all:

- prescriptions
- over the counter drugs
- vitamins, herbs, supplements, minerals

Show this list to your doctor, nurse, dentist & pharmacist every time you see them.

For more information about medicines & how to make a list, visit:

MyMedicineList.org

YOUR NAME / LOGO HERE

Paid for by YOUR NAME HERE.

Monthly educational webinars

WPSC Website

Metro Bus Advertisements

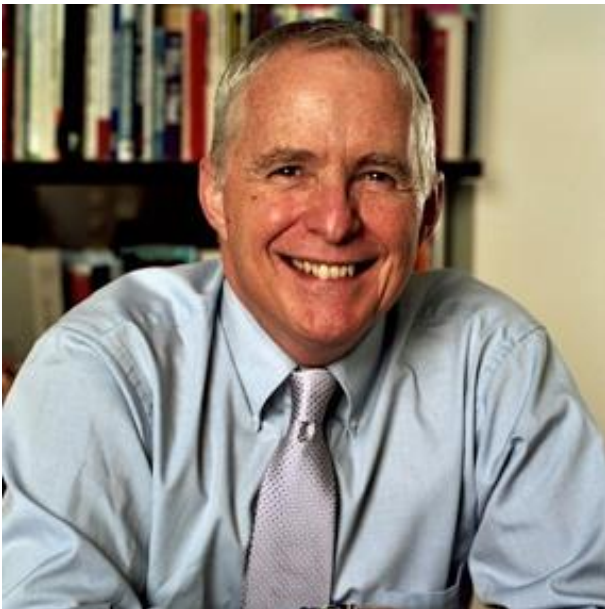
2016 Conference

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: 14th Annual Patient Safety Conference



Date: May 4th, 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

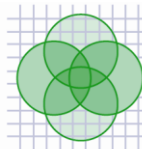
- Member Value

E- Newsletter

- Effective Resource Sharing

HealthPact/
CRP

- Closure of Unanticipated Events



WPSC

WASHINGTON **PATIENT SAFETY** COALITION

A PROGRAM OF THE FOUNDATION FOR HEALTH CARE QUALITY

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 that enables and 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 the involvement, 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 standard 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 HEALTH CARE WORKFORCE

Workforce safety, morale, and wellness are 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

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

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External Landscape; National Patient Safety Foundation

Source: National Patient Safety Foundation. Full report available at <http://www.npsf.org/?page=freefromharm>

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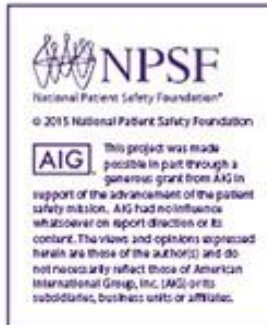
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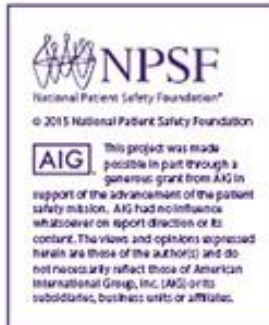
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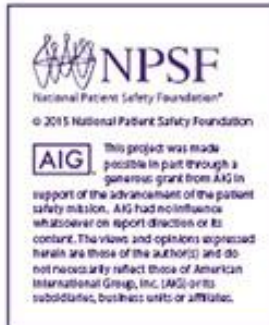
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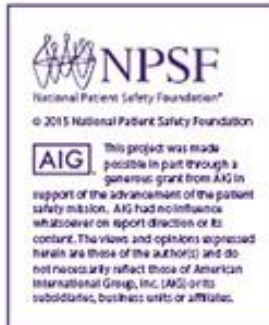
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4. INCREASE FUNDING FOR RESEARCH IN PATIENT SAFETY AND IMPLEMENTATION SCIENCE

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 HEALTH CARE WORKFORCE

Workforce safety, morale, and wellness are 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 health care. 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 is critical.



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.

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 that enables and 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 the involvement, coordination, and oversight of national governing bodies and other safety organizations.



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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?

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