



Minutes and review tasks

- Steve will revise 1 pager
done and distributed
- Workgroup members will present idea to PFACs for feedback and do a round robin report out at a future meeting.
Leila Amin created and shared a presentation for her PFAC. Comments from workgroup were appreciated and presentation was revised. Cultural diversity was incorporated. Elana will reach out to member corporate organizations to see if there is interest. They are very busy.
- Steve will follow up with Robin Shapiro at WASHAA.
Robin & Steve met on Nov 30.
- Steve will research patient tools
Steve distributed journal article: Improving safety through speaking up_ An ethical and fin imperative_jhrm.21360
- Steve will send an example of a previous workplan review report so group can see the end product of the review.
Sent with meeting materials

Workplan Review

Tactic 1: Collect psychological safety culture data to determine common or apparent factors contributing to a lack psychological safety in WA institutions

- Consensus was to develop a tool to measure patient survey rather than a worker survey
- Patient data will be important to support
- Who would sponsor this? Do we need an IRB? Who would oversee the research?
- Developing a patient survey would supplement the data collected from staff safety surveys
- Do measures exist through other sources such as HCAPS?
- **TODO: discuss with Sarah Kim about need for IRB, how to go about creating patient survey.**

For 2021: Keep Tactic one and expand it to address patient psychological safety as well as worker psychological safety.

Tactic 2: Create a pilot campaign focused on language that patients can use with their healthcare providers.

- Do we have the resources to do psychometric testing?
- Is our goal to develop a proof of concept or campaign rather than a tool?
- Even with a campaign we still need to measure its success and should we want to publish.
- Perhaps its just a pre and post survey. Perhaps develop a short scoping questionnaire.
- Has anyone done a literature search or review on patient psychological safety in various

settings? **TODO: Complete a lit search and review. Chris Cottingham can ask the research librarian to do a lit review. Need to narrow down our ask.**

- **What are the determinants of patient psychological safety?**
- **What influences patient psychological safety?**
- **What tools exist to measure patient psychological safety?**
- The outcome of this and any data we collect from our own research should determine our direction.

For 2021: 1. Complete lit review on patient psychological safety. 2. Continue to create campaign to address patient psychological safety.

Tactic 3: Promote and create awareness around current literature, research and toolkits being used to create an environment of psychological safety

- Consensus was to continue this in 2021.

For 2021: Continue the tactic.

TODO:

- **Discuss with Sarah Kim about need for IRB, how to go about creating patient survey. – Steve**
- **Complete a lit search and review through UW research librarian to do a lit review. Need to narrow down our ask. - Chris Cottingham**
- **Follow up with Robin Shapiro at WASHAA – Steve**
- **Distribute any patient feedback - Steve**