FOUNDATION FOR
Health Care Quality
WASHINGTON PATIENT SAFETY COALITION

Washington Patient Safety Coalition's
Psychological Safety in the Workplace: Year End Summary

PURPOSE: The workgroup will develop tactics and tools to promote and encourage a culture where patients feel safe reporting safety issues or concerns without fear of retaliation.

Tactics	Approach	Measures of Success	Actions we took	Status
1. Create a pilot campaign to encourage patients to engage their healthcare team when risk/safety issues arise.	• Develop document to describe project to prospective sites • Present the project to several member PFAC's to get feedback and discover implementation issues. Understand what the most effective approach is to empower patients to speak up and determine the key issues of risk/safety to focus on. • Determine scope of deliverable • Develop specific safety language that aligns with organizations safety culture • Develop supporting material	• #organizations participating • Patient response scores on relevant existing metrics from AHRQ, Press Ganey, etc. • Pre and post evaluations	• Developed descriptive document to promote/recruit pilot sites • Developed presentation for PFAC presentations • Five organizations have expressed interest: Swedish, UW Medical Center, Harborview, A couple of LTC facilities	• PFAC presentations to begin in Dec
Workgroup recommendation for Tactic 1: Continue in 2021.				
1. Collect psychological safety culture data to determine common or apparent factors contributing to a lack psychological safety in WA institutions	1. Do literature review of topic and existing methods 2. Determine best approach to measurement or existing data sources 3. Develop and implement data collection plan	• Utilize existing metrics from AHRQ and Press Ganey	1. Researched AHRQ metrics and created document with questions 2. Collect data	• On hold
Workgroup recommendation for Tactic 2: Continue in 2021 coordinate with Tactic 1 as it proceeds				

Tactics	Approach	Measure of Success	Actions we took	Status
4. Promote and create awareness around current literature, research and toolkits being used to create an environment of psychological safety	1. Research current literature & toolkits	• Webpage created as a platform to share materials • Website hits	• Webpage created as a platform to share materials	• Website under review for development. • More robust research required for 2021.
Workgroup recommendation for Tactic 3: Continue in 2021.				