



**FOUNDATION FOR  
Health Care Quality**

**Washington  
PATIENT SAFETY COALITION**

**Psychological Safety  
Friday March 3, 2020  
2:00-3:00 p.m.**

**Call in by phone: (669) 900-9128, ID# 969 533 2832**

**Issues: Call Steve Levy 954-540-3860**

**You are encouraged to Join by video.  
<https://zoom.us/j/9695332832>**

**Meeting Agenda:**

<b>2:00 p.m.</b>	<b>Welcome</b> Remind the group of the purpose of this workgroup	<b>Rodica Pop</b>
<b>2:10 p.m.</b>	<b>Discussion and Worksheet</b> What is the goal of this group, what performance gap is there that we can address? Group to determine process and deliverables <i>(see worksheets included in email and in calendar appointment)</i>	<b>Group</b>
<b>2:55 p.m.</b>	<b>Thank you and Next Steps</b>	<b>Steve Levy &amp; Kinsey Gray</b>



**GOAL:** Promoting Best Practices in Patient Safety Culture Across Continuum

This will be accomplished through

**CURRENT KEY STRATEGIES**

1. Promote Best Practices in Patient Safety Culture Across Continuum
2. Promoting a restorative support program for patients and families experiencing harm

**ONGOING STRATEGIES**

1. Build champions/leaders in patient safety
2. Develop tools and resources for care for colleague/caregiver

**PREVIOUS STRATEGIES**

3. Enhance workforce resilience & care for the colleague/caregiver

*Current strategies are the focus of the action planning committee,  
 Ongoing strategies have been transferred to WPSC staff to continue moving forward,  
 Previous strategies have been deemed 'complete' by the steering committee*

Tactics	Activities & Actions	Measure of Success	To-Do	Update
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Bring in additional facilities (i.e. long-term care, rural, etc) through marketing and engagement.	<ol style="list-style-type: none"> <li>1) Engage Washington Health Care Association (WHCA)</li> <li>2) Engage Rural and CAH (critical access hospital) systems</li> </ol>	<p>WHCA will be an engaged WPSC member</p> <p>Will have new members that are rural and CAH systems</p>		On-Going
Develop an educational curriculum for: Shared Decision Making Assisted living & SNF.	<a href="#">Webinar Series</a> <a href="#">Podcast</a> <a href="#">Blog Post</a> <a href="#">Friday 5</a>	<p>3 SDM webinars</p> <p>1 Assisted Living &amp; SNF</p>	November 14th   Shared Decision Making 103: Elevating Shared Decision Making to Uphold Health Equity	Assisted Living & SNF webinar complete
Plan Patient Safety Round Tables ("Safe Tables")	Host Round Tables ("Safe Tables")	Safe Table Hosted & Complete	<p>Host a patient safety round table for WHCA members. Topic to be determined, e.g.:</p> <ul style="list-style-type: none"> <li>-Best practices and barriers to improving infection prevention.</li> <li>-Best practices for shared decision making and resident centered care</li> <li>- Experiences with unexpected events and the 2nd victim</li> </ul> <p>- Host a patient safety round table around topic of psychological safety in January.</p>	
<b>Tactics</b>	<b>Activities &amp; Actions</b>	<b>Measure of Success</b>	<b>To-Do</b>	<b>Update</b>
Engage Support Staff	<p>Create network groups:</p> <ul style="list-style-type: none"> <li>- Patient engagement/PFAC directors</li> </ul>	<p>Group and Charter Created</p> <p>Group is meeting regularly</p>		First meeting for Patient Family Engagement Group held October 24th

<p>Address long-term support for patients and families after harm events</p>	<p>Build Restorative Support for Families group in partnership with Dr. Ted Rynearson</p>		<p>Bring to steering committee to determine next steps</p>	<p>First meeting was held Nov. 1  Group determined:</p> <ul style="list-style-type: none"> <li>• The program can be applied to unexpected medical harm.</li> <li>• The program favors being a referral service located outside a healthcare institution</li> <li>• We should determine the "market" need for this service by surveying healthcare facilities.</li> <li>• A pilot program could be created to take this from an idea to reality and we should seek grant funding.</li> <li>• Next step would be to present to steering committee</li> </ul>
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