



Psychological Safety Workgroup

Friday August 7, 2020

1:00-2:00 p.m.

<https://zoom.us/j/421340522>

Meeting ID: 421 340 522

Phone: 346 248 7799, Meeting ID: 421 340 522

Issues: Call Steve Levy 954-540-3860

Meeting Agenda:

1:00 p.m.	Recap of July meeting	Chair
1:10 p.m.	Workplan Discussion <ul style="list-style-type: none">• Patient assessment to determine patients/family's willingness to speak up<ol style="list-style-type: none">1. Discuss purpose of survey2. Determine steps to develop survey3. Determine who would like to work on its development• Campaign that encourages patients/families to speak up by incorporating facility safety language & culture<ol style="list-style-type: none">1. Facilities and patient groups to include2. Identify organizations to pilot this and discuss plan to implement	Group
1:50 p.m.	Next Steps	Chair

Next meeting September 4, 2020, 1 p.m. PT

GOAL: Promoting Best Practices in Patient Safety Culture Across Continuum

CURRENT KEY STRATEGIES

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

Tactics	Activities & Actions	Measure of Success	To-Do	Update
<ul style="list-style-type: none"> Collect psychological safety culture data to determine common or apparent factors contributing to a lack psychological safety in WA institutions 	<ul style="list-style-type: none"> Pilot collection of safety survey data from workgroup member's facilities related to psychological safety. Increase collection to WPSC member institutions. 	<p>XX% of workgroup members reporting</p> <p># of workgroup members reporting/total workgroup members.</p>	<ul style="list-style-type: none"> Determine psychological safety questions Collect data 	<ul style="list-style-type: none"> No Updates
<ul style="list-style-type: none"> Create a pilot campaign focused on language that patients can use with their healthcare providers 	<ul style="list-style-type: none"> Hold initial meeting/call with pilot organization to determine specific need Develop specific safety language that aligns with organizations safety culture Determine implementation process and timeline 	<p>5 organizations pilot this campaign at their location</p> <p>5 organizations present feedback on campaign</p>	<ul style="list-style-type: none"> Create One Page Document to promote pilot campaign Get feedback from larger group on document Group members to show their teams document and determine interest in participating 	<ul style="list-style-type: none"> Interested locations: Swedish, UW Medical Center, Harborview, A couple of LTC facilities Small Group to Create Draft One-Page Document

	<ul style="list-style-type: none"> • Create a feedback process to determine success 			<p>outline program components to help get organizations on board</p>
<ul style="list-style-type: none"> • Promote and create awareness around current literature, research and toolkits being used to create an environment of psychological safety 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Webpage created as a platform to share materials 	<ul style="list-style-type: none"> • Determine timeline for a podcast or webinar series to promote best practices in psychological safety 	<ul style="list-style-type: none"> • No updates