



Psychological Safety Workgroup

Friday October 2, 2020

1:00-2:00 p.m.

<https://us02web.zoom.us/j/421340522?pwd=OXFtVmFlb1FzeTFIbmc4ZEk3L0VJUT09>

Passcode: 98104

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

Issues: Call Steve Levy 954-540-3860

Meeting Agenda:

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|------------------|---|--------------|
| 1:00 p.m. | How are we doing? | Steve |
| 1:15 p.m. | Workplan Discussion
Campaign that encourages patients/families to speak up by incorporating facility safety language & culture <ul style="list-style-type: none">• Review of project 1 pager for soliciting participation by 5 organizations• Confirm/identify organizations to solicit and discuss plan to implement Swedish, UW Medical Center, Harborview, A couple of LTC facilities | Group |
| 1:30 p.m. | Workplan progress review for 2020
What have we accomplished and what not? What tactics and activities should we sunset or continue? We will present our review at the November 20 steering committee meeting. | Group |
| 1:50 p.m. | Next Steps | Chair |

Next meeting November 6, 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 Taken	Measure of Success	Actions Taken	Status
1. Collect psychological safety culture data to determine common or apparent factors contributing to a lack psychological safety in WA institutions	2. Pilot collection of safety survey data from workgroup member's facilities related to psychological safety. Increase collection to WPSC member institutions.	XX% of workgroup members reporting # of workgroup members reporting/total workgroup members.	<ul style="list-style-type: none"> Determine psychological safety questions Collect data 	<ul style="list-style-type: none"> No Updates
2. 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 	5 organizations pilot this campaign at their location 5 organizations present feedback on campaign	<ul style="list-style-type: none"> Create One Page Document to promote pilot campaign - completed Get feedback from larger group on document Group members to show their teams document and determine interest in participating 	1. Interested locations: Swedish, UW Medical Center, Harborview, A couple of LTC facilities 2. Small Group to Create Draft One-Page Document outline program components to help

	<ul style="list-style-type: none"> • Create a feedback process to determine success 			get organizations on board
3. 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