

1. Review of project 1 pager for soliciting participation by 5 organizations (Group discussion)

- Group discussed whether to expand scope of project to include healthcare workers. Consensus was to incorporate “healthcare team” in project description. “Resident” was added to describe patients. Revised draft attached.

Previous:

- **Project Goal:** This project aims to promote patients and families to speak up in the health care environment which will ultimately lead to reduced safety events and improved patient satisfaction.
- **Why Now:** In light of current world response to the COVID-19 pandemic; it is more important than ever to create an environment where patients and families are able to participate as a member of the team and confidently speak up and voice safety concerns.

Revised:

- **Project Goal:** *This project aims to promote patients/residents, families and their health care team to speak up in the health care environment which will ultimately lead to reduced safety events and improved patient/resident satisfaction.*
- **Why Now:** *In light of current world response to the COVID-19 pandemic; it is more important than ever to create an environment where patients/residents, families and their health care team are able to participate as a team and confidently speak up and voice safety concerns.*

- Discussion on next steps for project

We discussed presenting the project to several member PFAC’s to get their feedback and discover implementation issues. The goal is to understand what the most effective approach is to empower patients to speak up and determine the key issues of risk/safety to focus on. Is it preferable to have a multitude of tools to narrow the focus? This feedback will help drive the development of the tool in each organization.

Some issues discussed:

- What safety issues will be addressed, any or specific themes? Feedback will contribute to the development of the tool and direction we will take. This will help us focus the tool.
- What are some of the biggest risks patients take in a healthcare setting?
- Is everything being followed?
- Are the things to keep you safe being done?
- It would be helpful to understand how the patient’s ethnicity impacts their perspective.
- We need to consider language barriers in the development of the tool.

- It was suggested to reach out to Robin Shapiro at the Washington State Health Advocacy Association (WASHAA) to get feedback from the patients they work with (e.g. what are the targets we should focus on?)
- Other sources of feedback and education would be:
 - WPSC Patient and Family Engagement Directors network
 - Washington Health Alliance has tools on website for education

2. Workplan progress review for 2020 (Group discussion)

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.

- Deferred to November meeting.

3. Next Steps

- Steve will revise 1 pager
- Workgroup members will present idea to PFACs for feedback and do a round robin report out at a future meeting.
- Leila Amin offered to share a presentation she will develop for her PFAC and would like to get feedback on it.
- Steve will follow up with Robin Shapiro at WASHAA.
- Solicit feedback in December.
- Steve will research patient tools
- Steve will send an example of a previous workplan review report so group can see the end product of the review.