

Washington Patient Safety Coalition's Psychological Safety Pilot Project

About Us: The WPSC is a program of the Foundation for Health Care Quality that acts as a neutral hub uniting a diverse range of healthcare stakeholders to achieve common patient safety goals. A member-based program, the WPSC is made up of 40+ organizations representing healthcare systems, associations, and advocacy groups across the state of Washington. Every two years, we choose a few major initiatives to focus our activities on that represent significant areas for growth in the patient safety and quality space.

Our workgroup: The Psychological Safety Workgroup was created to develop tactics and tools to promote and encourage a culture where patients, families and healthcare team members are encouraged and empowered to speak up and address safety issues without fear of retaliation or hesitation.

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.

We are looking for organizations interested in volunteering to participate in the implementation of a free tool of questions that can be asked by a nurse or provider to patients to determine their comfort level for speaking up for their safety

Organizational Participation looks like:

- Administer the educational tool our group develops for staff and patients and their families
- Commitment during **X time** to utilize the identified language tool in the patient setting
- Data submission in form of data you already collect (HCAHPS, questions, etc..)
- Internal resources (clinical & non-clinical staff time)

WPSC Participation looks like:

- Provide educational tool with implementation guidelines
- Provider support to organizations when questions arise
- Collection of survey data
- Dissemination of lessons learned, real time quality improvement suggestions and strategies for overcoming barriers

Interested in being selected for this pilot program?

Please follow the following link to our online survey to answer a few questions.

[Survey Link](#)