



**Psychological Safety Workgroup**

Friday November 6, 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:**

<b>1:00 p.m.</b>	<b>Sanity check</b>	<b>Group</b>
<b>1:10 p.m.</b>	<b>Minutes and review Oct. next steps</b>	<b>Steve</b>
<b>1:20 p.m.</b>	<b>Workplan Review</b> 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.	<b>Group</b>
<b>1:50 p.m.</b>	<b>Next Steps</b>	<b>Steve</b>

**Next meeting December 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 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"> <li>Determine psychological safety questions</li> <li>Collect data</li> </ul>	<ul style="list-style-type: none"> <li>No Updates</li> <li>On hold</li> </ul>
2. Create a pilot campaign focused on language that patients can use with their healthcare providers	<ul style="list-style-type: none"> <li>Hold initial meeting/call with pilot organization to determine specific need</li> <li>Develop specific safety language that aligns with organizations safety culture</li> <li>Determine implementation process and timeline</li> <li>Create a feedback process to determine success</li> </ul>	5 organizations pilot this campaign at their location <b>Interested locations:</b> Swedish, UW Medical Center, Harborview, A couple of LTC facilities  5 organizations present feedback on campaign	<ol style="list-style-type: none"> <li>Revise One Page Document to promote pilot campaign - Revised</li> <li>Developed presentation for PFAC presentations</li> <li>Report out PFAC feedback</li> </ol>	<ol style="list-style-type: none"> <li>1 pager revised</li> <li>Ready to present program to PFACs for feedback</li> <li>Waiting on step 2</li> </ol>

<p>3. Promote and create awareness around current literature, research and toolkits being used to create an environment of psychological safety</p>	<ul style="list-style-type: none"><li>•</li></ul>	<ul style="list-style-type: none"><li>• Webpage created as a platform to share materials</li></ul>	<ul style="list-style-type: none"><li>• Determine timeline for a podcast or webinar series to promote best practices in psychological safety</li></ul>	<ul style="list-style-type: none"><li>• No updates</li></ul>
---	---	--	--	--