FOUNDATION FOR
Health Care Quality

Washington
PATIENT SAFETY COALITION

Psychological Safety Workgroup
Friday December 4, 2020
1:00-2:00 p.m.

https://us02web.zoom.us/j/421340522?pwd=OXFtVmFlb1FzeTFlbjc4ZEk3L0VJUT09
Passcode: 98104

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

Issues: Call Steve Levy 954-540-3860

Meeting Agenda:

1:00 p.m.	**Welcome, Minutes and Introduction of new members/observers**	**Steve**

- Jonathan Stewart
- Robin Shapiro, Washington State Health Advocacy Association

1:10 p.m.	**To-do review**	**Steve**

- Discuss idea of creating a patient psychological safety survey to measure impact of campaign and get baseline data with Sarah Kim including: - Steve
    - o   need for IRB
    - o   how to go about creating patient survey.
- Complete a lit search and review through UW research librarian to do a lit review. - Chris Cottingham
    - o   What are the determinants of patient psychological safety?
    - o   What influences patient psychological safety?
    - o   What tools exist to measure patient psychological safety?
- Follow up with Robin Shapiro at Washington State Health Advocacy Association WASHAA about getting member feedback and WASHAA engagement – Steve
- Distribute any PFAC feedback - Steve

1:10 p.m.	**Workplan Review**	**Group**

Highlights:
- Measurement discussion – Sara Kim
- SCCA PFAC data review – Leila

1:50 p.m.	**Next steps**	**Steve**

Should we reschedule Jan 1 meeting?

**FOUNDATION FOR
Health Care Quality**

**Washington
PATIENT SAFETY COALITION**

GOAL: Promoting Best Practices in Patient Safety Culture Across Continuum

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.

Goals	Plan	Measure of Success	Current To-do	Status
1. Collect patient psychological safety data to: o measure impact of campaign and o Determine factors contributing to psychological safety in WA institutions	1. Do literature review of topic and existing methods 2. Determine best approach to measurement or existing data sources 3. Develop and implement data collection plan	• Collection of data	1. Investigate measurement approaches 2. Literature search	• Contacted Sara Kim at UW to discuss measurement • Drafted lit search topics
2. Create a pilot campaign to encourage patients to engage their healthcare team when risk/safety issues arise.	• Develop document to describe project to prospective sites • Get patient feedback on project from member PFAC's to get feedback and discover implementation issues. Understand what the most effective approach is to empower patients to speak up and determine the key issues of risk/safety to focus on.	5 organizations pilot this campaign at their location **Interested locations:** Swedish, UW Medical Center, Harborview, A couple of LTC facilities 5 organizations present feedback on campaign	1. Collect PFAC feedback	1. SCCA presented to PFAC and distributed feedback 2. More PFAC meetings Dec and Jan 3. Robin Shapiro at Washington State Health Advocacy Association (WASHAA) will join the workgroup

	• Determine scope of deliverable • Develop and implement plan			

3. Promote and create awareness of patient psychological safety	• Create a member site to support workgroup activities
	• Create as public facing website to support awareness and promotion campaign
	• Research toolkits being used to create an environment of psychological safety for patients and workforce (in recognition of patient and provider relationship)
	• Produce podcast or webinar series to
	  o promote best practices in patient psychological safety
	  o create awareness
		• Webpage created as a platform to share materials
		• Webpage created to support workgroup
		• Website hits
			1. Finish website	• Websites in development due by Dec 31.