



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/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.

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 the care team and patients/residents 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
- Provides 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 participating in this pilot program?

Please follow the following link to connect with us.

[Survey Link](#)