



**FOUNDATION FOR
Health Care Quality**

**Washington
PATIENT SAFETY COALITION**

**Psychological Safety Workgroup
Friday January 8, 2021
1:00-2:00 p.m.**

<https://us02web.zoom.us/j/421340522?pwd=OXFtVmFlb1FzeTFIbjc4ZEk3LOVJUT09>
Passcode: 98104

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

Issues: Call Steve Levy 954-540-3860

**** NOTE RESCHEDULED DATE ****

Meeting Agenda:

- 1:00 p.m. Welcome, Minutes and Introduction of new members/observers Steve**
- Kathleen Mazor EdD, Professor University of Massachusetts Medical School, Associate Director, Meyers Primary Care Institute
- 1:05 p.m. To-do review Steve**
- Sara will reach out to Kathy Mazor EdD, Professor, University of Massachusetts about measuring patient experience and tools to empower patients to speak up. Kathy attending meeting.
 - Robin and Jonathan will send articles/info on patient activation (see attached and below).
 - Update on lit review through UW research librarian to do a lit review. - Chris Cottingham
 - Steve to look for funding.
 - Steve to reach out to Medstar Health which is doing related work in use of patient tools in improving diagnoses.
<https://www.medstariqs.org/news/2019/10/09/medstar-health-awarded-new-contract-for-improving-diagnostic-safety-from-ahrq/>
 - Continue to present the project to your PFAC's in January 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. - Group
- 1:15 p.m. Workplan Review Group**
- Measurement discussion – Kathy Mazor
 - Existing Tools
- 1:50 p.m. Next steps Steve**

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: <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> • Collection of data | 1. Investigate measurement approaches 2. Literature search | 1. Discussed with Kathy Mazor 2. Have collected some information. Located on WPSC website. |
| 2. Create a pilot campaign to encourage patients to engage their healthcare team when risk/safety issues arise. | <ul style="list-style-type: none"> • 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. Waiting on PFAC meetings Dec and Jan |

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| | <ul style="list-style-type: none"> • Determine scope of deliverable • Develop and implement plan | | | |
| 3. Promote and create awareness of patient psychological safety | <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> ○ promote best practices in patient psychological safety ○ create awareness | <ul style="list-style-type: none"> • Webpage created as a platform to share materials • Webpage created to support workgroup • Website hits | 1. Finish website | <ul style="list-style-type: none"> • Websites ready group feedback |