

January 2021 Conference Planning Group | MINUTES

Meeting date | time 1/14/2021 @ 3:00 PM | Meeting location:

<https://us02web.zoom.us/j/725629326?pwd=NUxrQ1J2M2EvT2pmcGNZa09NNWJDZz09>

Meeting called by	WPSC	Jonathan Stewart	Naomi Kirtner
Type of meeting	Monthly Conference Planning	Steve Levy	Jeff Goldenberg
Facilitator	Jonathan Stewart	Nicholas Locke	Rex Johnson
Note taker	Will be Recorded	Valerie Harmon	
		Heidi Steeves	
		Jackie Valentine	

Agenda topic: Conference Planning

Facilitator: Jonathan Stewart

MATERIALS

- December Minutes
- Planned 2020 Northwest Patient Safety Conference Program

AGENDA

- Welcome and Introductions | *Jonathan Stewart*
 - December Minutes Approval
December minutes were approved by unanimous consent.
- Review and Updates | *Jonathan Stewart*
 - Date: Between Tuesday-Thursday, October 5-7th, 2021
 - Conference length and format: Two half-day **virtual** sessions
Jonathan reviewed the decisions made at our last meeting. The committee agrees on these parameters.
 - Attempts to connect with BC Patient Safety Organizations (*Nick Locke*)
Later in the meeting, Nick described attempts to reach out to BC Patient Safety Organizations to make the conference a regional event. Nick has reached out to the BC Patient Safety and Quality Council and the BC Patient Voices Network, but has not yet heard back.
- New Items - Conference Speakers and Topics | *Jonathan Stewart*
 - All members revisit the 2020 planned program prior to Thursday's conversation.
Jonathan walked through the 2020 Conference Program to see which topics/speakers we should reach out to again for 2021
 - **Morning Keynote, Every Patient Tells a Story with Lisa Sanders**
Several committee members mentioned that they had not heard Lisa speak, but were impressed with her credentials. Steve had recommended Lisa (she is an NYT author who has collaborated on a Netflix show about diagnosis). The committee decided that we should loop back around with Lisa.
 - **Morning Breakout: Leading a Culture of Safety with Dr. Johnson, Myint, Vassall, etc.**

Jackie mentioned that we originally planned this panel discussion for practical reasons, to encourage more CE administrators to attend. Naomi and Jeff expressed some skepticism of this topic, as hospital admin has often created similar blueprints but lack patient engagement. Jonathan sums this up as a “definite maybe” for us to reach out to again, depending on our target audience.

- **Morning Breakout: Temperament Tools with Jan Brauer and Rhonda Fischer**
Jackie and Naomi drew the similarity between this topic and TeamSTEPPS as both are about the importance of communication, although this workshop addresses communication from a different angle. At this point, both Nomi and Heidi mentioned that we don't have anything in our 2020 schedule to address race, racism, COVID, and disability, all themes we discussed at our last reason. Because of our new focus, Jonathan suggested we hold this topic/consider it a maybe.
- **Morning Breakout: Partnering with Patients with Naomi, Jeff, Yanling, and Rex**
Jonathan encouraged this panel to present again, especially as several panelists are part of our workgroup, and we have always prioritized topics about partnering with patients. Rex agrees, but mentioned that this panel has not yet adjusted their content for COVID-19. They can possibly think about how COVID-19 has affected partnering with patients for 2021.
- **Morning Breakout: Cognitive Interviewing Techniques with Jonathan Stewart**
Jonathan initially expressed that we should cut this topic, but both Jackie and Naomi expressed interest. Jonathan clarified that this topic is about engaging with patients who have experienced harm as part of the investigation process for error. Valerie mentioned that she would also be interested in hearing about this topic, but thinks that the description should be amended to better reflect the aspect of partnering with patients and families. Jeff, Rex, and Naomi agreed. The committee agrees that we should probably keep this.
- **Morning Breakout: Sharing Innovations by Publication with David Birnbaum**
Jonathan mentioned that David originally offered this session to fill space in 2021. Jackie suggested that although the topic sounds interesting, we should cut for more relevant material
- **Morning Breakout: Patient Advisers Can Improve Internal Audit with Laura Showers**
Jeff affirmed that this is an important topic, but he was unaware of the presenter. Heidi and Naomi pointed out the relationship between this topic and the cognitive interviewing topics w/r/t engaging patients in hospital processes. Jonathan summed up the decision to “hold as a maybe”
- **Building Trust, Building Collaboration with Rex, Yanling, Io, etc**
Rex has not contacted the other members of the panel to confirm availability. Rex suggested we hold on making a decision until he can contact the other members of the panel.
- **Afternoon Session: Now That I Know with Rhonda Fischer**
The committee expressed uncertainty about the speaker/topic. Steve shared Rhonda's proposal, which is basically a short, TED style talk about what Rhonda (RN) learned about patient care by having her own family members in the hospital.
- **Afternoon Plenaries on Shared Decision Making with James McCormack and John James**
Rex mentioned that John James is a very strong speaker, and Jonathan seconded. Jeff mentioned that neither description is specific to health equity but acknowledged that discussions of shared decision making naturally flow to the general topics of patient experience, discrimination, and disability. Valerie suggested we keep the broad topics, but request the speakers update their slides to include material about equity. Jonathan summed up the decision to reach out to both speakers and see who is still available, with the added update of sharing new goals and topics.

From here, the committee turned to discussing new speakers/topics for 2021

- Jackie suggested adding new topics about what we've learned and how we've changed, such as telehealth or looking at team structures.
- Naomi reminded the committee that we should reflect equity with our speakers as well and suggested Dr. Camara Jones
 - Steve also suggested getting the current administration's surgeon general, Jerome Adams, as Dr. Adams had a strong relationship with FHCQ's previous CEO.
 - Jackie suggested Dr. Ben Danielson, who recently left Seattle Children's
- Naomi and Heidi brought up another possible topic of healthcare worker trauma and disruption of trust.
- Jonathan reminded everyone that we have the opportunity to market broadly to non-clinicians if we want, but this might change the type of material we offer (patient focused, or provider focus)
 - Rex mentioned that he has been told that once patients are in the room, the medical staff behaves differently. They become more aware and more engaged.
 - Naomi brought up the issue of marketing.
 - Heidi mentioned some success that OPSC had in partnering with non-clinical organizations for their events which led to patient engagement. Valerie affirmed that it is important to partner with other organizations to bring in non-clinicians.
 - Jonathan brought up the technical issues of hosting two types of content
 - Jeff suggested we have concurrent sessions (breakouts) that might differ in content for clinicians and non-clinicians. Jonathan agreed that this would be possible, but we would likely need to hire a virtual conference producer
- Steve reminded the committee of Elizabeth Coplan and "The Grief Dialogues" plays
 - Steve has seen a live performance; Jonathan attended a virtual event which was framed as a series of zoom calls for a patient learning he had cancer via telehealth.
 - The committee expressed interest in having "The Grief Dialogues" perform
- Next Steps | *Jonathan Stewart*
 Due to a new conflict in Jonathan's schedule, the committee decided to reschedule future meetings for earlier in the day. New meetings will remain on the second Thursday of each month, but move up to 1:00 – 2:00 PM. This change will start with February's meeting.

Next meeting: February 11, 1 – 2 PM

Summary of Speaker Decisions:

Topic	Speaker	Decision
Every Patient Tells a Story	Lisa Sanders, MD	Reach out again.
Leading a Culture of Safety	Richard Jordan, John Vassall, etc.	“Definite Maybe,” depends on what audience we are trying to reach
Temperament Tools	Jan Brauer and Rhonda Fischer	Maybe, possibly hold to highlight new topics
Partnering with Patients Following Harm	Naomi, Jeff, Yanling, and Rex	Invite Back! The panel might consider how to update content based on COVID and equity.
Cognitive Interviewing Techniques	Jonathan Stewart	Invite Back! Consider amending description to better reflect patient engagement following harms.
Share Innovations via Publication	David Birnbaum	Hold topic to make space for new content
Patient Advisers to Improve Internal Audit	Laura Showers	Maybe. Possibility to combine with other topics as a panel on patient engagement in safety processes?
Building Trust, Building Collaboration	Rex, Yanling, Io, etc.	Hold for Rex to reach out to other panel members
Now That I Know	Rhonda Fischer	No decision. Committee was uncertain what the topic was about.
Shared Decision Making Afternoon Plenaries	James McCormak, John James	Reach out to both, request an update based on equity

New Suggested Topics/Speakers:

- What Has Changed Since 2020? Telehealth, Virtual Team Structures
- Healthcare Worker Trauma, Breakdown of Trust
- The Grief Dialogues, plays by Elizabeth Coplan
- Dr. Camara Jones
- Dr. Jerome Adams (current Surgeon General)
- Dr. Ben Danielson (recently stepped down from Seattle Children’s)
- Topics to engage with non-clinicians (possible run concurrent breakout rooms for clinicians and non-clinicians)