



**FOUNDATION FOR
Health Care Quality**

**Washington
PATIENT SAFETY COALITION**

**Psychological Safety Workgroup
Friday March 5, 2021
1:00-2:00 p.m.**

<https://us02web.zoom.us/j/421340522?pwd=OXFtVmFlb1FzeTFIbmc4ZEk3LOVJUT09>
Passcode: 98104

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

Issues: Call Steve Levy 954-540-3860

Meeting Agenda:

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| 1:00 p.m. | Welcome | Steve |
| 1:05 p.m. | To-do review <ul style="list-style-type: none">• Review and modify draft interview questionnaire guide for phone survey. Sent by Steve 2/19.• Create a Google signup spreadsheet for hospital phone calls. Done 2/19. Located at: https://docs.google.com/spreadsheets/d/1weAH7chktsBK1w9XISwdkRrncdl_82OEAwxu92ydbxA/edit?usp=sharing• Sign-up for 2-3 hospitals on Google spreadsheet for hospital phone calls.• Group to continue to present the project to your PFAC's. | Steve |
| 1:15 p.m. | Finalize questions for healthcare institution calls
Discuss draft questions and finalize | Group |
| 1:45 p.m. | Discuss call process <ul style="list-style-type: none">• Review sign-up sheet• Discuss gaps• Determine timeline• Determine process of submitting findings | Group |
| 2:00 p.m. | Adjourn | |



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Washington Patient Safety Coalition's
Psychological Safety in the Workplace
March 2021

GOAL: Promoting Best Practices in Patient Safety Culture Across Continuum

The workgroup will develop tactics and tools to promote and encourage a culture where patients feel safe reporting safety issues or concerns without fear of retaliation. Staff psychological safety will be addressed after patient goals.

Goals	Plan	Measures of Success	To-Do's	To-Do's Status
1. Create a set of tools and resources to encourage patients to engage their healthcare team when risk/safety issues arise.	1. Inventory WA healthcare institutions for campaigns, processes, tools, policies, etc. that encourage patients to engage their healthcare team when risk/safety issues arise. 2. Evaluate findings for best practices and applicability. 3. Create and promote a tool kit from existing inventory that WA institutions can implement.	<ul style="list-style-type: none"> • # institutions accessing tool kit • Need to develop ways to measure impact of campaign/toolkit on patient experience and outcomes 	1. Develop questionnaire for contacting peers at WA institutions by phone 2. Sign-up for calls 3. Workgroup members will contact their peers at WA institutions by phone and survey them to determine processes and tools used at their facilities. 4. Get patient feedback on project from member PFAC's	1. Draft questionnaire created, to be finalized March 5 2. Sign-up sheet posted on-line 3. 4. Waiting on PFAC meetings Dec and Jan

<p>2. Collect patient psychological safety data to:</p> <ul style="list-style-type: none"> • measure impact of campaign and • Determine factors contributing to psychological safety in WA institutions 	<p>4. Get patient feedback on project from member PFAC's to discover implementation issues and understand what the most effective approach is to empower patients to speak up and determine the key issues of risk/safety to focus on.</p>			
<p>3. Promote and create awareness of patient psychological safety</p>	<ol style="list-style-type: none"> 1. Do literature review of topic and existing methods 2. Determine best approach to measurement of existing data sources 3. Develop and implement data collection plan 	<ul style="list-style-type: none"> • Collection of data 	<ol style="list-style-type: none"> 1. Investigate measurement approaches 2. Literature search 	<ul style="list-style-type: none"> • This goal is on-hold until May so work can progress on Goal 1
<p>3. Promote and create awareness of patient psychological safety</p>	<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 	<ul style="list-style-type: none"> • Webpage created as a platform to share materials • Webpage created to support workgroup • Website hits 	<ol style="list-style-type: none"> 1. Finish website 	<ul style="list-style-type: none"> • Website is live

	<p>patient and provider relationship)</p> <ul style="list-style-type: none"> ● Produce podcast or webinar series to promote best practices in patient psychological safety ○ create awareness 			
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