



Meeting Agenda:

To-do review Steve

- Update on lit review through UW research librarian to do a lit review. - Chris Cottingham
In progress, research librarian requested more information and examples to help search
- Steve to look for funding.
Steve discuss SIDM seed grants and will send out information.
- Group to 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.
Swedish will present to 3 PFAC in March and April. Elena Madrid will be presenting to skilled nursing facility advisory quality and regulatory agenda in Feb.

Website update

Steve

- Steve shared redesigned WPSC website to group.
- Sara suggested adding a brief description to entries.
- Group had trouble with security accessing the site. Nick will look into it.
- Suggested that PFE tools be available to public

Workplan Review

Group

Thoughts on discussion with Kathy Mazor

- Thought there were parallels with the diagnostic workgroup
- Interesting that the We Want to Know campaign was difficult to implement and the most successful aspect was the use of a CAN to round to collect patient feedback.
- Impression that measurement was difficult. Maybe we just do something and see if it moves any of the current measures.

Discussion of current direction of project

- Discussed idea of shifting strategy to source processes and tools used at WA healthcare institutions to encourage patients to engage their healthcare team when risk/safety issues arise
 - Group will contact peers at WA institutions by phone survey to determine processes and tools used at their facilities
 - Steve can do scan outside WA
 - Steve to develop draft interview questionnaire for group to refine
 - Do you have a speak-up campaign?
 - What tools are they using in the campaign?
 - Do they call out "patient speaking up campaign in their patient safety plan?"
 - Or who does your speak up campaign target? Pts and/or staff?
 - Need to define speak up campaign meaning
 - Do you have utilization data?
 - How do you know it is working?
 - How is organization acting on the patient feedback?
 - How are the moving from information to action?

- How was the program developed?
 - Created
 - Borrowed external source
 - Do you know anyone else we should talk to (externally)?
 - Steve to create spreadsheet hospital list for group
 - Contacts: Quality, safety, risk officers, chief experience officer
 - Maybe get from steering committee members
 - Collect tools from institutions
 - Evaluate tools. , possibly modify tools them and determine which will be best use
 - Need to develop evaluation process
 - Promote tools throughout WA
 - Set date
 - Create plan
- Facilities are suffering fatigue and it's difficult to do something that requires a lot of initiative and resources. It would be good to provide a tool that people can use as they wish and provide feedback on.
- Would like to look into patient activation down the line.

Next steps

- Review and modify draft interview questionnaire guide for phone survey. Sent by Steve 2/19. WHO: everyone. Due: March 3 for discussion at March 5 meeting.
- 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 (or systems if 1 call gets the job done) to contact. WHO: everyone. Due: March 5
- Discuss the call process at the March 5 meeting.
- Make the calls. Due: May 31.