

**NCPS Mission:** To continuously improve the safety and quality of healthcare delivery in the region.



## NCPS Newsletter: December 2020

### A Message from the Executive Director

As we near the end of 2020, I can't think of anyone who will be sad to see it go. So many are hoping for a much better 2021, and yet we know that the next few months may be some of the most difficult that we have faced. To say that the Coronavirus pandemic has tested the resilience of our health care systems and workforce is an understatement. We recognize that you are most likely over capacity, over worked, and overwhelmed.

This crisis has called for extraordinary leadership, teamwork, innovation, and fortitude to meet patient and workforce needs amidst a quickly changing landscape.

- Your culture, like the people within your organization, may be stressed.
  - Keep people and values in focus, stay connected, and continue to support each other with empathy and appreciation.
- Teamwork is critical to optimize performance during this crisis.
  - Use of briefs, huddles, and debriefs can help ensure a shared mental model of the current plan among team members, that situational changes are shared, adjustments are made, and team members have appropriate resources.
  - Communication among team members can be maximized through the use SBAR and closed loop communication strategies.
  - Mutual support of team members can be strengthened through cross-monitoring (watching each other's back) and offering task assistance to help manage workload.

We can't thank you all enough for your ongoing commitment to providing the best care possible for the people in our communities in the worst of times. It is truly inspiring.

"Kindness can transform someone's dark moment with a blaze of light. You'll never know how much your caring matters." – **Amy Leigh Mercree**



- Gail Brondum LPN, BS

### Patient Safety Alert

Log in to the NCPS Members Resources portal on our website to download this month's Patient Safety Alert that focuses on the importance of ***psychological safety in health care settings***.

### Psychological Safety Webinar Recording is now Available!

Log in to the NCPS Members Resources portal to view the recording and download handouts from our recent NCPS webinar, ***Stories of Silence, or Speaking Up? Psychological Safety in Healthcare Teams and Organizations***. The webinar introduces the concept of psychological safety and the importance of developing an environment in which all members of the healthcare team feel safe in voicing concerns surrounding threats to patient safety.

## Patient Safety Resources

### **Telemedicine Toolkit for Safety-net Clinics during COVID-19 and Beyond**

Providers at the UCSF School of Medicine introduce a new toolkit to help safety-net providers use telemedicine with equity in mind. The toolkit includes resources to help providers ensure accessibility, quality, safety and privacy for diverse patients. [Read more.](#)

### **The Path to Zero Harm in the Operating Room**

Learn how hospitals can create a culture of safety in the operating room (OR), and what leadership and communication tools can be used to protect patients and staff, and transform ORs into high-reliability systems. [Click here](#) to access more information and to view a recorded webinar hosted by Becker's Hospital Review and sponsored by Stryker.

### **Workforce Safety is Key to Patient Safety**

The Institute for Healthcare Improvement has published an article that discusses three actionable recommendations to foster workforce safety (physically and psychologically safe, joyful, and thriving) in your organization's work environment. [Read more.](#)

### **Organizational Practices for Improving Provider Well-Being**

The National Academy of Medicine has published an article that discusses evidence-based approaches for organizations to improve the work environment to promote the well-being of healthcare providers by changing the workplace itself, not the worker. [Read more.](#)

### **Nebraska Medical Association Launches LifeBridge Nebraska**

LifeBridge Nebraska is a peer-to-peer physician coaching program developed by physicians for physicians. It is a free program available to all Nebraska physicians, regardless of NMA membership. From work/life balance to litigation, family stressors and difficult patients or colleagues, whatever the issue—LifeBridge Nebraska's physician peer coaches provide a safe harbor while helping to reclaim career and personal life satisfaction. Physicians can connect with LifeBridge Nebraska by calling a confidential third-party call center at 1-888-569-2036. To learn more and to view coach profiles, please [click here](#). *Please share this important information with your physician colleagues.*

## Learning Opportunities for NCPS Members

### **Behavioral Health Education Center of Nebraska (BHECN) Forum Exploring 2020's Impact on Behavioral Health**

**DATE:** Wednesday, December 9 from 12:00 – 1:30 PM Central Time via Zoom.

**PURPOSE:** Topics will include:

- How the challenges of the past year have impacted behavioral health care and behavioral health policy.
- How the 2020 election and the COVID-19 pandemic are poised to have a profound effect on policies that shape behavioral health care at national and state levels.
- How the pandemic has affected the behavioral health workforce, including the increase in demand for services, frequent changes in regulations and transitioning to telemedicine.

**PRESENTERS:** Keynote presentation by Alan Morgan, CEO of the National Rural Health Association; Guest speaker, Nebraska Sen. John Arch; and a panel of four Nebraska behavioral health professionals, including rural health experts.

**REGISTRATION:** See more information and register [here](#).

**Lessons from a Pandemic: How Health Systems Optimized Virtual Care for the Next Wave of COVID-19**

**DATE:** Thursday, December 10 from 11:00 – 12:00 Central Time

**PURPOSE:** The initial surge in COVID-19 this spring placed tremendous stress on health systems, but it also generated valuable lessons on how to scale and operationalize virtual care across the enterprise. Join this free webinar, hosted by Becker’s Healthcare, to learn how OU Health in Oklahoma City and Augusta University Health in Georgia are:

- Reimagining critical-care consultations for rural hospitals.
- Building strong provider staffing and scheduling models based on provider feedback.
- Standardizing virtual care platforms and workflows across the enterprise.
- Simplifying the telehealth experience for providers.

**REGISTRATION:** Click [here](#) to register.

**Suicide Prevention Town Hall Event**

**DATE:** Thursday, December 10 from 7:00 – 8:15 PM Central Time via Zoom.

**PURPOSE:** A panel of mental health professionals and community advocates will discuss suicide prevention, what we are seeing as a community with COVID-19 in relation to mental health, available community resources, and the importance of staying connected during the holiday season.

**REGISTRATION:** Click [here](#) to register for this **free** event being hosted by the Kim Foundation.

**Webcast: Understanding Surveys on Patient Safety Culture (SOPS®) – A Quick Primer for New Users**

**DATE:** Tuesday, December 15, 2020

**TIME:** 12:00 – 12:30 PM Central Time

**PURPOSE:** During this webcast from the Agency for Healthcare Research and Quality speakers will describe the SOPS program, the surveys, supplemental items, databases, resources available to users, and highlight upcoming activities.

**REGISTRATION:** Click [HERE](#) to register today!

**If you have a patient safety topic you would like to learn more about, please contact Regina Nailon ([regina.nailon@unmc.edu](mailto:regina.nailon@unmc.edu)) with your suggestions.  
We welcome input from our members!**

## **COVID-19 Resources**

✓ **Hospital Preparedness for a COVID-19 Surge: Assessment Tool**

The purpose of this assessment tool, made available by the Institute for Healthcare Improvement, is for hospitals to identify current organizational capabilities and gaps to improve their preparedness and response for another surge of COVID-19 patients. Locate it [here](#) and from the COVID-19 Resources page on our NCPS website.

✓ **Recommendations for Care: Pregnant Women with COVID-19**

To assist providers across the state who may be caring for pregnant women with COVID-19, perinatal specialists working with the Nebraska Perinatal Quality Collaborative are sharing recommendations for care. The algorithm, [Outpatient Assessment and Management for Pregnant Women with Suspected or Confirmed Novel Coronavirus \(COVID-19\)](#) is from the American College of Obstetricians and Gynecologists and the Society for Maternal-Fetal Medicine. In using the algorithm, note that an SaO<sub>2</sub> less than 95% is considered respiratory compromise and hospital admission is indicated.

### ✓ **Advancing integrated Care in the COVID-19 Era**

A new report from the Commonwealth Fund describes how primary care and behavioral health practices are successfully implementing and advancing integrated care to meet the mental health needs of patients with chronic medical health conditions. [Read more](#) about:

- Key components of primary care and behavioral health integration.
- Practice-specific barriers to integrated care.
- Practices' strategies for addressing barriers to integrated care.
- The use of technology to advance integrated practices along the care continuum.

### ✓ **3 Lessons High-reliability organizations can teach us during the COVID-19 pandemic**

The president and CEO of the Institute for Healthcare Improvement (IHI) shares insights gained from talking with healthcare industry leaders about how their organizations adapted quickly during the COVID-19 crisis. [Read more](#) and download additional information about how these organizations were able to:

- Embed high-reliability principles and behaviors into your organization's culture.
- Expect the unexpected and prepare for the worst.
- Evaluate today's innovations and design for the "new normal."