

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

NCPS Update: November 2022

A Message from the Patient Safety

Program Director

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October was Health Literacy month which reminds us of the safety concerns associated with patients having low health literacy. It is estimated that one-third of U.S. adults have limited health literacy, as measured by their ability to understand health information from written sources. People of all ages, races, and ethnicities can have limited health literacy, even those who normally read well but are sick, tired, or frightened. AHRQ has a second edition of their Health Literacy Universal Precautions Toolkit which may be found [here](#). It provides resources for primary care practices to ensure proper health literacy assessment and to promote greater understanding for all patients. Included within it are methods to assess written patient education materials for ease of use, simplify the referrals process, and identify barriers to improving health literacy awareness.

I also want to offer a "Thank you" to the many Nebraska Hospital Association Conference attendees that stopped at our NCPS resource table during the Annual NHA Conference. We appreciated the opportunity to talk with NCPS members (thanking them for their support) and to non-members (to explain our mission and the services we provide). NHA is one of NCPS' founding organizations and we want to express our gratitude for their continued support and to say thanks for the opportunity to attend the NHA conference.

NCPS Shared Learning Resources

This month's Learning Resource is a summary of the fatal medication error made by Vanderbilt University RN, RaDonda Vaught. Her error resulted in losing her nursing license as well as being criminally charged for the patient's death. In our document, NCPS Board President Katherine Jones, PT, PhD, sequences the events (which are a part of the public record) and clearly makes the case for the importance of establishing a Just Culture in all healthcare settings, a culture of shared responsibility for patient safety between healthcare workers and the management where they work.

This summary of a fatal medication error may be found [here](#) as well as on the NCPS website (www.nepatientsafety.org) within the Training tab.

Learning Opportunities for NCPS Members

Understanding AHRQ's Surveys on Patient Safety Culture

The Survey of Patient Safety Culture (SOPS) is a useful tool to help healthcare providers and staff gauge the extent to which their organizational culture supports patient safety; and then formulate action plans to strengthen those areas identified as needing improvement. Attend the November 7th webinar where subject matter experts describe the SOPS program, surveys, supplemental items sets, databases and resources available to users. Register [here](#) for the 12 noon CST webinar.

NPQIC Fall Summit

The Nebraska Perinatal Quality Improvement Collaborative's Fall Summit will be held Wednesday, November 9th from 7:45am - 4:30pm at the Younes Conference Center in Kearney. This accredited continuing education activity is intended for physicians, advanced practice nurses, and nurse leaders. Perinatal stakeholders from across the state will meet to learn how to implement evidence-based practices and improve perinatal outcomes. Click [here](#) to register.

Patient Safety Resources

AHRQ's Tool Kit to Improve Antibiotic Use in Ambulatory Care

It is estimated that as many as half of the antibiotics prescribed in ambulatory settings are considered medically inappropriate. A new AHRQ [toolkit \[lnks.gd\]](#) helps ambulatory care practices improve their antibiotic use by applying a novel framework that simplifies the antibiotic prescribing process. The toolkit employs AHRQ's [Four Moments of Antibiotic Decision Making \[lnks.gd\]](#) which helps improve prescribing by distilling the process into four distinct points, making it easier for prescribers to make informed decisions. More than 350 ambulatory clinics cut overall antibiotic use by almost half using these resources, according to a recent study in [JAMA Network Open \[lnks.gd\]](#). The toolkit contains resources on using a stewardship program, communicating about prescribing and applying best practices for common infectious diseases.

Spreading a Strategy to Prevent Suicide After Psychiatric Hospitalization: Results of a Quality Improvement Initiative

Preventing suicide among patients with a mental health diagnosis is a National Patient Safety goal. This study evaluated the impact of the WHO Brief Intervention and Contact (BIC) Program on suicide after psychiatric discharge at six Department of Veterans Affairs (VA) medical centers. After implementation, nearly 82% of patients exhibited positive treatment engagement. Participating healthcare staff reported that the program was easy to use and implement but noted that insufficient staffing and patient loss-to-follow-up can impede program success. The article may be found [here](#).

COVID-19 RESOURCES (update)

Emotional Exhaustion Among US Health Care Workers Before and During the COVID-19 Pandemic 2019 - 2021

This cross-sectional study examined the emotional exhaustion among healthcare workers at two large health care systems in the United States before and during the COVID-19 pandemic. As noted in other studies, there was an increase in respondents' reported self-emotional exhaustion and in their perceived level of exhaustion in their colleagues. These researches found the emotional exhaustion was often clustered in work settings which highlights the importance of organizational climate and safety culture in mitigating the effects of COVID-19 on healthcare worker well-being. The study may be found [here](#).

Misrepresentation and Nonadherence Regarding COVID-19 Public Health Measures

JAMA Network Open published the results of a survey of over 1,700 people which asked them about their compliance with public health measures for COVID-19 when screened in their doctors office. The survey found that 40% of the respondents either misrepresented and/or did not adhere to at least one of the survey items included in the survey. This included 24.3% that said they were taking more precautions than they really were and 22.5% that broke quarantine.

The paper may be found [here](#).

For more information about NCPS and the services we offer, please contact Carla Snyder MT(ASCP)SBB, MHA, Patient Safety Program Director at: carlasnyder@unmc.edu

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