

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

NCPS Update: July 2025

A Message from the Interim Executive Director

Carla Snyder, MHA, MT(ASCP), SBB, CPHQ

I want to bring to your attention a recent publication from the National Association for Healthcare Quality (NAHQ) titled ROI-Q. It quantifies the return on investment for quality demonstrating that investing in workforce development drives improved clinical and financial outcomes. The report notes that the healthcare industry is navigating many challenges. These include workforce shortages, rising costs, an aging population, and an urgent need for workforce reskilling in the face of policy changes and demands for efficiency and cost-cutting.



Suboptimal quality management systems and lack of workforce competencies to systematically activate and elevate quality and safety are listed as barriers to progress in patient safety and clinical quality. Five broad categories for strategies to overcome those barriers are shared: 1) Communicate ROI of quality and safety; 2) Assess, train, and certify teams with the industry standard; 3) Activate quality as a business strategy; 4) Define every contributor's role in quality; 5) Require annual quality & safety training for the entire workforce.[i]

Whether or not your organization implements NAHQ's programs (i.e., Workforce Accelerator and the Healthcare Quality Competency Framework) that have been utilized by exemplars to improve quality and safety while contributing to their organization's bottom line, there are learnings to take from their work. You can find the full report [here](#).

[i] National Association for Healthcare Quality, ROI-Q Report. 2025.

NCPS Shared Learning Resources

This month's Shared Learning Resource is a Reporting Committee Cumulative Summary reviewing two cases of patients experiencing pressure injuries. Both events occurred in a Skilled Nursing Unit, one was a patient admitted from home with a pressure injury while the other was a patient who developed a pressure injury while in the skilled nursing unit. This shared learning reminds caregivers of the importance of taking actions to prevent pressure injuries for persons with limited mobility whether they are being cared for at home or in a skilled nursing setting. The resource may be found on the NCPS website within the members only section of the [Educational Resources tab](#).

Learning Opportunities for NCPS Members

AHRQ National Webinar: Empowering Patients to Change Behavior Using Digital

Healthcare Tools

July 17th 11:30am-1pm CDT

Empowering patients to take an active role in their health is key to driving meaningful and sustainable behavior change. By using tools like clinical decision support (CDS) systems, artificial intelligence (AI)-powered platforms, and mobile health apps, healthcare providers can engage patients in managing chronic conditions and making informed decisions about their health. AHRQ's expert panel will explore the critical role of how these digital healthcare technologies can drive healthier lifestyles and improve patient outcomes. CE/CME accreditation of this activity is pending; if approved, eligible providers can earn up to 1.5 CE/CME contact hours for participating in the live webinar. Register [here](#).

Patient Safety Authority Provided Webinar - Specimen Success: A Network Quality Improvement Journey

July 17th 11:00am-12 noon CDT

Diagnostic error (i.e., the failure to (a) establish an accurate and timely explanation of the patient's health problem(s) or (b) communicate that explanation to the patient) is a patient safety issue that can be the result of errors in specimen handling. Join Lisa Feathers, quality director, Pathology Institute; Sara Angelilli, director of Clinical Nursing Operations; and Michelle McGonigal, network director of Quality and Patient Safety at Allegheny Health Network, for a webinar on "Specimen Success: A Network Quality Improvement Journey." This webinar will address strategies for preventing errors when handling specimens, as well as the application of quality improvement tools such as process mapping and failure mode and effects analysis (FMEA). Register [here](#).

10th Annual NPQIC Summit

September 12th 7:30am - 4:15 pm CDT at the Scott Conference Center, Omaha, NE

This year's summit will address critical maternal and infant health issues, including obstetric hemorrhage, amniotic fluid embolism, birth trauma, perinatal mental health, substance use disorders, and syphilis. To learn more about the event and register for it, click [here](#).

Suicide Prevention National Safe Table

September 25th 10:30am CST

According to the American Foundation for Suicide Prevention, suicide is the 11th leading cause of death in the U.S. and that in 2023 49,316 Americans died by suicide. Join this safe table to learn best practices and strategies for suicide prevention. Agenda topics include: a review of data, assessment/screening, treatment, follow up and challenges. There will be dedicated time for group discussion. Register in advance for this webinar:

https://centerstone.zoom.us/webinar/register/WN_mXCpfu2ETLm2Dc8TffU3Ag#/registration

Patient Safety Resources

From Stable Teamwork to Dynamic Teaming in the Ambulatory Care Diagnostic Process

This article offers an updated perspective on dynamic teaming commonly required during the ambulatory diagnostic process. Drawing upon team science, it clarifies the characteristics of dynamic diagnostic teams, identifies common risk points in the teaming process and the practical implications of these risks, considers the role of providers and patients in averting adverse outcomes, and provides a case example of the challenges of dynamic teaming during the diagnostic process. Clinical practice recommendations related to team characteristics and breakdowns, team member knowledge/cognitions, teaming dynamics, and the patient as a team member. The article may be found [here](#).

PSQH Report Highlights Evolving Compliance Trends, Priorities, and Challenges in 2025

Healthcare entities continue to face escalating demands in privacy, security, and regulatory compliance. But what does ensuring resilience and strict adherence look like in practical terms in 2025? This report, developed in collaboration between SAI360 and Strategic Management Services and led by Richard P. Kusserow, former DHHS Inspector General, reveals Compliance Officers are increasingly taking on broader responsibilities without corresponding increases in resources. Ten key insights are highlighted in the report which may be found [here](#).

How to Turn "Check-The-Box" Compliance Into Real Learning

View a recording of this webinar where Brian Richardson, Founder and CEO of Richardson Consulting Group, provides insights into how to reinvigorate your ethics and compliance training. He provides practical, actionable tools to create compliance training that learners not only remember, but actively apply. The recording 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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