

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

NCPS Update: May 2023

A Message from the Patient Safety

Program Director

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May is Mental Health Awareness Month, an annual observance to increase awareness about the vital role mental health plays in our overall health and well-being. During the COVID pandemic significant

increases in the rates of persons experiencing depression and anxiety were seen; those rates have not returned to pre-pandemic levels. It is also known that patients experiencing mental health challenges have special patient safety needs.



I want to bring to your attention two resources the Agency for Healthcare Research and Quality has created for providers working in primary care and other ambulatory care settings. The goal is to help improve healthcare delivery and outcomes for patients experiencing mental health challenges:

- **[Integrating Behavioral Health and Primary Care Playbook \[Inks.gd\]](#)** is a guide to integrate behavioral health in primary care and other ambulatory care settings to help improve healthcare delivery and outcomes.
- **[Substance Use Resources \[Inks.gd\]](#)** provides tools for primary care and ambulatory practice providers treating substance use disorders.

NCPS Shared Learning Resources

This month's Learning Resource is a De-identified Event addressing the topic of Informed Refusal. Included are communication techniques to mitigate situations where a patient refuses a providers' proposed treatment and leaves the hospital or emergency department (commonly referred to as Against Medical Advice) and the documentation steps a provider should consider if this occurs. This resource may be found on the NCPS website in the Education Resources on the [Members pages \[t.e2ma.net\]](#).

Learning Opportunities for NCPS Members

NCPS Sponsored Webinar: Practical Considerations for Medication Safety

Wednesday, June 28th from noon - 1pm

The Institute for Safe Medication Practices (ISMP) compiles a listing of Best Practice Guidelines for Hospitals every two years. In the 2022-2023 listing three new best practices were included: Safeguard Against Errors With Oxytocin Use; Maximize the Use of Barcode Verification Prior to Medication and Vaccine Administration by Expanding Use Beyond Inpatient Areas; Layer Numerous Strategies Throughout the Medication-Use Process to Improve Safety With High-Alert Medications. ISMP also has developed a Community Pharmacy Best Practice which is concerned with Preventing Wrong Patient Errors When Filling Prescriptions, Responding to Questions, and Administering Vaccines.

Two medication safety subject matter experts, Sloane Hoefler, PharmD, BCPS and Stacie Ethington, MSN, RN, from Nebraska Medicine will discuss strategies for implementation of these best practices. Also included in their talk will be safety consideration when using IV pumps. Register [here](#).

National Action Alliance Webinar Series:

The National Action Alliance To Advance Patient Safety is a public-private effort formed to support healthcare delivery and improve patient safety. Specific obstacles they are addressing in this series include workforce burnout, the increased complexity of patient care, and the difficulty of sharing best practices.

1. Workplace Violence

Tuesday, June 27th from 1 - 2pm

Cammie Chaumont Menendez, PhD, MPH, a research epidemiologist with the Centers for Disease Control and Preventions National Institute for Occupational Safety and Health, will present on the topic of the need to prevent violence in healthcare settings. Register [here \[t.e2ma.net\]](#).

2. Involving Patients and Families in Safety

Tuesday, July 25th from 12:00 - 1pm

Speaker to be announced. Register [here](#).

3. Engaging Boards and Executive Leadership in Safety

Tuesday, August 22nd from 12:00 - 1pm

Speaker to be announced. Register [here](#).

Patient Safety Resources

What's changed 1 year after RaDonda Vaught's conviction?

Becker's Hospital Review published this article March 29, 2023. They had spoken with leaders from Tampa General Hospital, Paterson, N.J.-based St. Joseph's Health, Edison, N.J.- based Hackensack Meridian Health and Cleveland Clinic to understand how Ms. Vaught's case has influenced their safety work and what progress has been made one year after her conviction. Within this article are numerous interesting reflections including how a strong safety culture is a daily effort, the constraints nursing staff find in the environments where they work are greater than in times past, and the need to make error reporting less burdensome. The article may be found [here](#).

For more information about NCPS and the services we offer, please contact Carla Snyder MT(ASCP)SBB, MHA,
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