

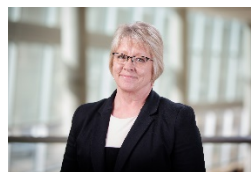
NCPS Mission: To continuously improve the safety and quality of healthcare delivery in the region.



NCPS Update October 2021

A Message from the Executive Director

It is my pleasure to announce that Carla Snyder, MT, MHA will join NCPS as Patient Safety Program Director on November 1st. Carla holds a Bachelor of Science degree in Medical Technology from UNMC and a Master's degree in Healthcare Administration. She is a Certified Professional in Healthcare Quality and a TeamSTEPPS Master Trainer. Carla is currently employed by Nebraska Medicine as a Program Coordinator in the Office of Health Professions Education. In this role, she prepares Key Performance Indicator Scorecards related to internal customer satisfaction, schedules educational workshops for colleagues, and serves as a liaison with educators from UNMC to improve Nebraska Medicine's Clinical Learning Environment. Carla has strong prior experience in clinical quality improvement and patient safety with a Federally Qualified Health Center in Omaha and in directing healthcare operations at a rural Critical Access Hospital, a community blood bank and a large health system. We look forward to welcoming Carla to the NCPS team!



~ Gail Brondum LPN, BS

NCPS Shared Learning Resource:

Reporting Committee Summary and Facility Self-Assessment

This edition focuses on caring for non-English speaking patients and provides evidence-based strategies to mitigate risk associated with providing care in the presence of language barriers. It also contains a facility self-assessment, "*Could this happen in your organization?*" with links to valuable resources. NCPS members can access and download this summary by visiting the Educational Resources tab in the members only portal on the NCPS website: <https://www.nepatientsafety.org/members/>

Learning Opportunities for NCPS Members

NCPS Webinar: Patient Safety Organizations: What Every Ambulatory Care Provider Needs to Know

Date: Wednesday, October 13

Time: 12:00 – 1:00 PM Central Time

Presenter: [Michael Callahan](#), Senior Counsel on the Katten Law Healthcare Team

Purpose: To discuss patient safety activities in the ambulatory care setting, and their implications for privilege and confidentiality protections within the context of working with a federally listed patient safety organization such as NCPS.

Objectives:

1. Describe common types of patient safety events that occur in ambulatory care settings.

2. Describe the purpose and work of patient safety organizations.
3. Discuss the Patient Safety and Quality Improvement Act of 2005 and its implications for privilege and confidentiality protections for providers who report safety events to a patient safety organization such as NCPS.
4. Examine the structures and processes involved in maintaining a patient safety evaluation system in an ambulatory care setting.

Register for the FREE webinar [here](#).

Continuing education credit is being made available to NCPS members.

- *Continuing Education Contact Hours awarded by Iowa Western Community College, Iowa Board of Nursing Provider #6.*
- *The Nebraska Medical Education Trust designates this webinar for 1.0 AMA PRA Category 1 Credit(s)*



NCPS Webinar: Interventions for Hospital Fall Risk Reduction – Recording is now available!

Please log into the [members only portal](#) to view the recording and download the slides handout from the webinar that was presented in September by Dawn Venema, PT, PhD, Associate Professor, Division of Physical Therapy Education in the College of Allied Health Professions at UNMC. During the webinar, Dr. Venema presented evidence-based interventions to reduce fall risk in hospitalized patients.

Click [here](#) to access the post-webinar questions and additional resources provided by Dr. Venema to assist you and your teams with reducing fall risk – especially in the ambulatory care environment!

Kansas Opioid Response ECHO®: Amplifying the Strengths of Rural Communities to Tailor Pain Management Strategies

The University of Kansas Medical Center is inviting providers to participate in this project ECHO aimed at pain management. Tailored to rural communities, this monthlong series engages and supports primary care providers with the identification of best practices for pain management and the implementation of strategies to optimize each patient's function through shared decision making. Project ECHO's *All Teach, All Learn* Case-based Learning offers an opportunity for rural providers to bring their own practice's patient case (de-identified) for discussion with colleagues and specialty pain providers.

- No cost CE available to physicians, advance practice clinicians, nurses, and social workers attending Zoom sessions.
- Session video recordings are available to all registrants.

SCHEDULE: All sessions will be held Thursdays from 12 - 1 p.m. Central Time

- **October 7:** Incorporating Psychological Considerations and Techniques in the Treatment of Patients with Chronic Pain in Rural Populations
- **October 14:** General Principles of Safe Opioid Management for Patients with Chronic Pain
- **October 21:** Non-Opioid Analgesics for Patients Experiencing Acute and Chronic Pain
- **October 28:** Physical Therapy Strategies for the Patient with Complex Needs

Click [here](#) to download an informational flyer.

REGISTRATION: There is no cost to participate in this series, however, **pre-registration is required.** Register [here](#).

Patient Safety Resources

AHRQ: Strategies and Approaches for Tracking Improvements in Patient Safety

Using data to understand, track and communicate performance over time on patient safety metrics is a critical aspect of preventing errors and improving patient safety. Read about several visual methods of displaying time-series data to track improvements, including histograms, scatter plots, run charts and control charts in this [article](#) in a recent Patient Safety 1010 Primer provided by AHRQ.

Shaping the Transition to Whole System Quality: Examples from the Field

Whole system quality takes a holistic approach to enable organizations to integrate quality planning, quality control, and quality improvement activities across multiple levels of the system to improve overall quality of services. The Institute for Healthcare Improvement (IHI) has published a [white paper](#) and has also made available the experiences of organizations around the world that have adopted this approach. [Read](#) how these systems achieved improved quality. You might also be interested in reading [what it means to rethink quality](#); another resource made available by the IHI.

Joint Commission Quick Safety 19: ED Boarding of Psychiatric Patients – A Continuing Problem

This Joint Commission Quick Safety issue focuses on the problem of ED boarding of psychiatric patients, who seek care in the ED often because they have nowhere else to go. The practice of boarding psychiatric patients is stressful for everyone – patients and staff. Read some new [strategies and actions](#) that hospitals can take that are focused on the patient, on the ED staff, and the environment to provide better care for these patients while helping to reduce the risks associated with boarding psychiatric patients in the ED.

The Presence and Potential Impact of Psychological Safety in the Healthcare Setting: An Evidence Synthesis.

Psychological safety of healthcare teams can improve patient safety by encouraging workers to speak up about concerns or ideas they may have. This paper explores current literature regarding psychological safety and provides facilitators and barriers to a psychologically safe environment.

[Read more.](#)

AHRQ Toolkit Available to Help Engage Patients and Family Members in the Diagnostic Process

AHRQ has released a new toolkit to help engage patients and family members in the diagnostic process. The [Toolkit for Engaging Patients to Improve Diagnostic Safety](#) is for patients and clinicians in any practice setting and is comprised of two evidence-based strategies that promote meaningful engagement and communication to improve diagnostic safety. A patient

note sheet to help patients share their symptoms and several practice orientation and training tools to help clinicians truly listen and be present during the encounter are included.

Joint Commission Quick Safety 61: Preventing Non-ventilator Hospital-acquired Pneumonia

Approximately 1 in every 100 hospitalized patients are affected by non-ventilator hospital-acquired pneumonia (NVHAP). This issue of *Quick Safety* focuses on a recent call to action from national organizations, including The Joint Commission, to address NVHAP. The call challenges health care systems to implement and support NVHAP prevention, and to add NVHAP prevention measures to education for patients, health care professionals and students. The issue also includes safety actions to consider. Download [here](#).

COVID-19 Resources

A Guide to Promoting Healthcare Workforce Well-being During and After the COVID-19 Pandemic

The Institute for Healthcare Improvement (IHI) has published a guide that can support healthcare leaders at all levels with actionable ideas and lessons learned for combating healthcare workforce burnout, emotional distress, and fatigue. Download [here](#).

COVID-19 Guidance and Resources

The IHI has continued to develop COVID-19 guidance and resources to assist hospital and health system leaders and health care providers with maneuvering the physical, psychological and emotional challenges presented by this pandemic. View [here](#).