

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

NCPS Update: March 2026

A Message from the Executive Director

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

In January 2026, Joint Commission and National Quality Forum (NQF) published a report on the work which they are currently involved to align Joint Commissions Sentinel Events List and NQF's Serious Reportable Events (SRE) List. Both organizations have been at the forefront of improving quality and patient safety in healthcare; particularly through these measurement tools.



Joint Commission's Sentinel Events List was developed in 1996 and updated in 2023. NQF's Serious Reportable Events List (NQF SRE) was first introduced in 2002; and comprises a subset of patient safety events that are serious and largely preventable and may be indicative of an issue with a healthcare setting's underlying safety systems. Currently more than 30 states and the District of Columbia use the NQF SRE list to guide reporting and event analysis.

However, changes over the past decade - including new patient safety initiatives and terminologies, nontraditional care delivery settings, and emerging safety risks - mean healthcare looks very different than it did in 2011 when the NQF SRE list was last updated. In 2023 NQF began a comprehensive update to modernize the SRE List to be patient-focused, reflect the current healthcare landscape, and provide event-specific guidance that fosters consistent reporting. This update was supported by Elevance Health and the Centers for Medicare & Medicaid Services (CMS), and the final phase was supported by Joint Commission. A key outcome of this work is that Joint Commission is aligning its patient safety event reporting framework with the updated SRE List. The goal of this alignment is to reduce the burden the safety measurement system imposes on the healthcare system so that progress in improvements can occur. The full report may be found [here](#).

Also, please make plans to attend the April 15th, NCPC sponsored webinar, [The Power of Professional Presence - Communication That Builds Trust and Safety](#). Staff responsible for patient safety initiatives, quality improvement work, and risk management reduction often find themselves leading change. The manner in which they communicate and present themselves can impact the change process and those they are leading in the change. You can learn more about the content of this webinar and register to attend by going to the Learning Opportunities section of this newsletter.

Contact me at carlasnyder@unmc.edu with questions, concerns, or to engage with NCPS in your patient safety work.

NCPS Shared Learning Resources

This month's Shared Learning Resource is a de-identified event that occurred in a Radiology department, the incorrect patient side scanned. This incident prompted a review of patient safety events and considerations for Radiology Departments. Quality and Risk Managers, please share this event with your Radiology managers and team leaders if they have not requested access to the NCPS website. The de-identified event is found on the NCPS website within the member's portal, [Educational Resources for Our Members, De-identified Events](#).

Learning Opportunities

Reducing Workplace Violence in Community Hospitals

3/25/2026 11am - 12noon CDT

Workplace violence in healthcare is a growing national concern, and community hospitals are not immune. Join Mindy Dunkerley, MBA, BSN, RN, chief quality officer, and Michael Fiorina, DO, FAAP, chief medical officer, both of Independence Health System, for this informative webinar. This session will:

- Describe national trends and incidence rates of workplace violence in healthcare settings.
- Identify patient safety risks associated with workplace violence and explain the role of prevention programs.
- Examine the structure and key components of a health system's workplace violence prevention program.
- Discuss the impact of workplace violence prevention initiatives on the health system's culture of safety.

Register [here](#).

Joint Commission Sentinel Event Transition Webinar Series: Alignment Overview

March 25th 12:00 - 1:15 CDT

Joint Commission is working to update their Serious Reportable Events (SRE) and together with the National Quality Forum are aligning their listings. Join this webinar to learn how alignment will impact accredited organizations and hear a detailed overview of the SRE Tech Guidance which will be foundational to the 2027 transition. Register [here](#).

The Power of Professional Presence - Communication That Builds Trust and Safety

April 15th 12 noon - 1pm

Ryan Bouda, a Professional Development Specialist with LEAP Team, is our speaker for this session. How we come across matters - to patients, coworkers, staff, and the broader community. Professionalism is not just about policies or standards; it is expressed moment by moment through our presence and communication. In this interactive session, participants will explore how natural communication styles and personal values influence professional interactions. We will examine what professionalism *sounds like* and *feels like* in real-world settings, including phone conversations, and written messages. The session will also focus on essential communication skills such as active listening, verbal delivery (tone, intensity, and cadence), and nonverbal cues that shape trust, clarity, and patient safety.

To learn more and to register, click on "[The Power of Professionalism: Communication That Builds Trust and Safety](#)." NCPS membership is not required to attend this training.

The SHARE Approach

The Agency for Health Research and Quality has developed a clinician-led shared decision-making tool for meaningful dialogue with patients.

- **S**eek your patient's participation
- **H**elp your patient explore and compare treatment options
- **A**ssess your patient's values and preferences
- **R**each a decision with your patient
- **E**valuate your patient's decision

This tool allows exploring with the patient the benefits, harms, and risks of options and what matters most to them. This free workshop curriculum to train clinicians in skills and techniques to work with patients to make the best possible healthcare decisions is available [here](#).

Toolkit for Improving Surgical Care and Recovery

The Agency for Health Research and Quality has developed this toolkit (ISCR) to help hospitals improve patients' surgical experience by adopting enhanced recovery practices. Enhanced recovery practices are evidence-based processes that are supported by multidisciplinary teams and span the continuum of perioperative care. Learn more [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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