

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

## **NCPS Newsletter: August 2020**

### **A Message from the Executive Director**

Are you getting the most out of your NCPS membership? Something we hear from time to time is that the information we send to our member contacts is not always widely distributed throughout the organization. When the Nebraska Medical Association and the Nebraska Academy of Physician Assistants first advocated for Legislative Bill 25 they noted that information about NCPS was often not reaching physicians and physician assistants.

As a member of NCPS, there are many benefits available to your organization and your clinical workforce. Here are a few of them:

- Privilege and confidentiality protections for patient safety work product that exists within your organization and that is reported to NCPS;
- De-identified events, patient safety alerts, and reporting committee summaries, where learning is shared from reported events and resources for improvement are provided;
- Free or discounted educational programs with continuing education credits;
- Access to patient safety resources, tools, and recorded webinars on the members-only section of the NCPS website;
- Monthly newsletter full of pertinent patient safety information, upcoming events, and learning opportunities.

I encourage you to share the information, resources, and other benefits of NCPS membership freely within your organization. Forward this newsletter to your CEO, clinical department leaders, physicians, mid-level providers, nurses, and other clinicians. We are here to support you in your patient safety improvement efforts and want you to get the most from your partnership with NCPS.

- Gail Brondum

### **Shared Learning Opportunity for our Members: De-Identified Event and Facility Self-Assessment**

This month's De-Identified Event focuses on risks associated with telemetry/remote cardiac monitoring. It is available on the members-only section of our website: [www.nepatientsafety.org](http://www.nepatientsafety.org)

**Please continue to report patient safety events to NCPS - those that reach the patient with or without harm, and those that pose risk to the safety of the care environment.**

***We improve safety when we learn together!***



**Wednesday, August 26, 2020 from 12 – 1 pm CST**

- Join NCPS for our first **Safe Table**, which will be co-hosted by the Collaborative Healthcare Patient Safety Organization (CHPSO).
- **A Safe Table is a meeting open to patient safety organization (PSO) members only.**
- During a Safe Table, a patient safety topic is discussed, and all are invited to share similar events that have occurred in their facilities, and what processes and practices were put in place to mitigate risk and improve safety.
- **The conversations are held as part of each facility's patient safety evaluation system and are safeguarded from legal discovery through the privilege and confidentiality protections given to PSO members that work with federally listed PSOs such as NCPS and CHPSO.**
- The topic for this Safe Table will be on variation in practice surrounding drain management and procedures nurses are being directed to perform.
- ***Come share and learn with other PSO members!***
- **PRE-REGISTRATION IS REQUIRED:**  
<https://register.gotowebinar.com/register/2563432603489836815>



### **Learning Opportunities for NCPS Members**

- NCPS Webinar: Using Surveys on Patient Safety Culture to Evaluate and Improve Safety Culture**

**DATE:** Thursday, August 20, 2020 from 12-1 pm CST.

**CONTINUING EDUCATION:** One hour of continuing education credit for nurses will be awarded.

**AUDIENCE:** Quality improvement and patient safety staff persons in hospital settings, along with leaders and managers who have decision-making capacity for improving patient safety and quality of care in the hospital setting.

**PURPOSE:** The purpose of this program is to help those who have decision-making capacity for improving patient safety and quality of care decide whether to conduct an Agency for Healthcare Research & Quality Survey on Patient Safety Culture (SOPS), which survey to conduct, which additional modules to include, and advantages of conducting a survey using external resources.

**OBJECTIVES:**

1. Explain how conducting a survey on patient safety culture (SOPS) can be used to improve safety culture.

2. Analyze how SOPS composite measures reflect key components of safety culture.
3. Identify the healthcare settings for which surveys on patient safety culture are available and the purposes of additional survey modules.
4. In the hospital setting, evaluate whether to use the original Hospital Survey on Patient Safety Culture (HSOPS 1.0) or whether to use HSOPS 2.0.
5. Evaluate whether to conduct SOPS using internal as compared to external resources.

**PRESENTER:** Katherine Jones, PhD, PT, President, Board of Directors NCPS

**REGISTRATION:** <https://attendeegotowebinar.com/register/8174462541467073552>

*Continuing Education Contact Hours awarded by Iowa Western Community College, Iowa Board of Nursing Provider #6.*

### **Primary Infection Prevention Courses provided by the Nebraska Infection Control Network (NICN)**

**DATE:** October 1 - 2, 2020 on the UNMC campus in Omaha.

**PURPOSE:** To provide current knowledge and skills necessary for infection preventionists to function effectively in various health care settings.

**TARGET AUDIENCE:** Nurses and other health care professionals dealing with infection prevention issues. This course is designed especially for those new to infection prevention.

**REGISTRATION:** Use this link to download a program brochure with registration and additional information on this great, low-cost training program:

<http://www.nicn.org/Documents/NICN%20Primary%20Infection%20Prevention%202020.pdf>

### **Agricultural Health and Safety Course**

The Central States Center for Agricultural Safety and Health at the UNMC College of Public Health is offering the 2020 *Agricultural Health and Safety Course* **Free of Charge** to thank our health care providers, emergency services personnel, and those who continue to provide essential services during the COVID-19 pandemic.

- **Online (on-demand) July 14 - August 14, 2020**

#### **DETAILS:**

- Earn up to 36.75 hours of AMA PRA, Nursing, EMS, Continuing Education credit at no cost.
- **Registration is required:** Go to [www.unmc.edu/cce/aghealth](http://www.unmc.edu/cce/aghealth)
- The course textbook can be purchased during registration for \$90. All other course materials will be offered at no cost and will be mailed to you (at the address listed on the registration form) one week prior to the course.

**AGENDA:** <https://www.unmc.edu/cce/catalog/clinicmed/aghealth/agenda.pdf>

**For questions please contact Ellen Duysen:** [ellen.duysen@unmc.edu](mailto:ellen.duysen@unmc.edu)

## **Spotlight on Diagnostic Error**

**Please share with your medical and advanced care providers!**

Much attention has recently been drawn to diagnostic error. The National Academy of Medicine (formerly the Institute of Medicine) defines diagnostic error as 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. There are 3 categories of diagnostic error:

1. Delayed diagnosis
2. Wrong diagnosis
3. Missed diagnosis

- This article discusses how the influences of cognitive biases on clinical decision making contribute to diagnostic error, and includes strategies to avoid making these errors, such as use of checklists, and conferring with teammates or peers.

[Annals clinical decision making: Avoiding cognitive errors in clinical decision making.](#)

- This research study examined the prevalence of diagnostic error in hospitalized adults and found the most frequent being malignancy and pulmonary embolism. The authors estimate that approximately 250,000 harmful diagnostic errors occur each year in the U.S.

[Prevalence of harmful diagnostic errors in hospitalized adults: A systematic review and meta-analysis.](#)

- The study identifies a set of key safety concerns along with proposed interventions to address delays in diagnosis, which include the design of EHR inbox notifications and messaging systems, organization and visual presentation of diagnostic data, HIT interoperability, and systems for tracking and following up on test results.

[Assessment of Health Information Technology– Related Outpatient Diagnostic Delays in the US Veterans Affairs Health Care System: A Qualitative Study of Aggregated Root Cause Analysis Data.](#)

- Visit the Society to Improve Diagnosis in Medicine website to download valuable resources and tools: <https://www.improvediagnosis.org/>

**If you have a patient safety topic you would like to learn more about, please contact Regina Nailon ([regina.nailon@unmc.edu](mailto:regina.nailon@unmc.edu)) with your great ideas! We welcome input from our members!**

## **COVID-19 Resources**

### **COVID-19 Resources in Multiple Languages**

Mass General Brigham's Disparities Solutions Center has developed a resource repository that includes:

- Multilingual resources for patients, providers, and employees who speak languages other than English
- Resources to support clinicians working with people with disabilities
- Community health resources

Click to access: [https://www.mghdisparitiessolutions.org/resources-in-multiple-languages?utm\\_campaign=tw&utm\\_medium=email&hsmi=90792557&hsenc=p2ANqtz-KpUn4s3w0WESxO6nqhGZ7f7hzss8KSDzIafwUCDQjaltgButS1Kj-X8HAwtQ289MZCLvckM9hKta5lmuJgbVDsp96LQ&utm\\_content=90688171&utm\\_source=hs\\_email](https://www.mghdisparitiessolutions.org/resources-in-multiple-languages?utm_campaign=tw&utm_medium=email&hsmi=90792557&hsenc=p2ANqtz-KpUn4s3w0WESxO6nqhGZ7f7hzss8KSDzIafwUCDQjaltgButS1Kj-X8HAwtQ289MZCLvckM9hKta5lmuJgbVDsp96LQ&utm_content=90688171&utm_source=hs_email)

### **Promoting Meaningful Communication Between Family Caregivers and Residents of Long-Term Care Facilities**

- Visitor restrictions impede the active involvement of family caregivers who are often an essential source of support for resident safety and well-being.
- Maintaining clear communication with family caregivers is especially important during this pandemic.
- This paper identifies steps for promoting effective communication and connection with caregivers despite physical distancing requirements. Click to access:  
<https://www.tandfonline.com/doi/full/10.1080/08959420.2020.1765684>

**Quality and Safety in the Time of Coronavirus: Design Better, Learn Faster**

- Healthcare organizations and providers have been forced to adapt rapidly to evolving needs and develop and implement practice changes much more quickly than what would occur under normal conditions.
- Concepts and methods from quality improvement and safety science can be used to guide the design, implementation, and assessment of interventions to improve care during crisis situations such as this pandemic.
- This paper describes multiple specific tools and includes references to additional resources for further learning. Click to access:  
<https://academic.oup.com/intqhc/article/doi/10.1093/intqhc/mzaa051/5836318>

**Electronic Personal Protective Equipment: A Strategy to Protect Emergency Department Providers in the Age of COVID-19**

- Electronic personal protective equipment is an innovative concept in which onsite emergency department clinicians use telemedicine technologies to evaluate patients who present for care.
- This approach can help to conserve supplies of PPE during the COVID-19 pandemic and enable providers to maintain safe standards of care.
- This paper describes the safety, legal and technical factors needed for implementing such an approach. Click to access:  
<https://academic.oup.com/jamia/article/27/6/967/5815267>