

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

NCPS Newsletter: November 2020

A Message from the Patient Safety Program Director

We at NCPS wish you all a very happy (and safe) Thanksgiving. We are thankful to each of our members for your continued efforts during this COVID-19 pandemic to maintain patient safety amidst very challenging conditions. We also appreciate those members who have continued to report patient safety events and near events (unsafe conditions) during these trying times. It is through these reports that we learn about the nature and scope of patient safety problems and are able to share learning from the events, develop education, and provide resources for improvement for all of our members. We are here to help in any way that we can. Please reach out if we can be of assistance.

Regina Nailon RN, PhD



Congratulations!

Dr. Maureen Tierney, a Creighton University physician epidemiologist, has become the first recipient of the McKnight Prize for Healthcare Outbreak Heroes! Dr. Tierney is recognized for her efforts to contain the outbreak of an antibiotic-resistant pathogen in a hospital specialty unit, and her rapid response to life-threatening infections from administration of unapproved biologic products. The McKnight Prize is funded by the Evelyn and Thomas McKnight Family Fund for Patient Safety. [Read more.](#)

Patient Safety Resources

✓ Safer Together: A National Action Plan to Advance Patient Safety

The Institute for Healthcare Improvement has released a report that provides recommendations tied to four foundational areas deemed critical to progress with patient safety:

- Culture, Leadership, and Governance
- Patient and Family Engagement
- Workforce Safety
- Learning System

[Click here](#) to access the report along with a Self-Assessment Tool to track progress over time, and an Implementation Resource Guide with strategies for putting the recommendations into place.

✓ Strategies for Surgical Patient Safety

ECRI and the Institute for Safe Medication Practices PSO has completed a deep dive that explores surgical care [[Download here](#)]. Their report provides recommendations and tools on six key risk categories of 2,400 patient safety events reported to them between July 1, 2018 to June 30, 2019 that were related to operative procedures:

- Complications
- Patient and OR readiness
- Retained surgical items
- Contamination
- Equipment failures
- Wrong surgery

Learning Opportunities for NCPS Members

☑ Understanding Legal Protections related to the Patient Safety and Quality Improvement Act (PSQIA)

DATE: Thursday, November 5 from 1:00 – 2:00 pm CST

PRESENTER: Peggy Binzer, J.D., Executive Director of the Alliance for Quality Improvement and Patient Safety (AQIPS).

PURPOSE: This is the 4th quarterly meeting of 2020. The purpose of these meetings is to educate all providers and counsel (hospital or other facility in-house counsel, and outside litigators) about the national peer protections and Patient Safety and Quality Improvement Act (PSQIA) privilege. The quarterly Legal Counsel meetings cover issues related to the Patient Safety and Quality Improvement act (PSQIA) protections, including:

- Legal best practices for the healthcare provider Patient Safety Evaluation System (PSES) programs.
- Statutory interpretation for the privilege and confidentiality protections.
- Current PSQIA case law.

AUDIENCE: ***IMPORTANT:*** This is an ***invitation only*** meeting for NCPS members and their in-house and outside legal counsel. No malpractice attorneys who represent plaintiffs against hospitals or healthcare providers, media, regulatory agencies or consumer groups are permitted to attend.

REGISTRATION: <https://register.gotowebinar.com/register/6572127754648713231>

☑ AHRQ Webinar on Working with Patient Safety Organizations: The Value for Hospitals During COVID-19 and Beyond

DATE: Thursday, November 5 from 1:00 – 2:00 pm CST

PRESENTER: Peggy Binzer, J.D., Executive Director of the Alliance for Quality Improvement and Patient Safety (AQIPS).

PURPOSE: This webinar will inform hospital leaders who are not familiar with PSOs about the unique benefits of working with PSOs to improve patient safety and healthcare quality.

REGISTRATION: <https://pso.ahrq.gov/about/webinar-nov5>

☑ **Nebraska Critical Access Hospitals and Rural Health Clinics Conference on Quality**

The Nebraska Hospital Association is partnering with Bellevue University to offer this year's conference **via ZOOM**. A series of webinars will be available to attend each morning. CEU credits will be available for each individual webinar (via AXIS Medical).

DATES: November 11 – 13, 2020

AUDIENCE: This program has been designed to meet the educational needs of health care professionals including hospital and clinic quality and nursing leaders, pharmacists, CEOs, governing board members and providers.

PURPOSE: This program will focus on national and state best practices and create intentional thought around the role of CAH Quality in the future of Nebraska health care. [Download the program brochure](#) for more information and the full agenda.

REGISTRATION: [https://online.nebraskahospitals.org/events/event-registration/?id=e3f6763a-dca0-4aa2-909d-c241a77620d6%20\[online.nebraskahospitals.org\]&reload=timezone](https://online.nebraskahospitals.org/events/event-registration/?id=e3f6763a-dca0-4aa2-909d-c241a77620d6%20[online.nebraskahospitals.org]&reload=timezone)

☑ **NCPS Webinar and Safe Table Discussion: Stories of Silence, or Speaking Up? Psychological Safety in Healthcare Teams and Organizations**

DATE: Thursday, November 19, 2020 from 12-2 PM CST.

PRESENTER: Victoria Kennel, PhD, Assistant Professor and Industrial/Organizational Psychologist in the College of Allied Health Professions at the University Nebraska Medical Center.

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: To introduce healthcare professionals to the concept of psychological safety and the importance of developing an environment in which all members of the healthcare team feel safe in voicing concerns surrounding threats to patient safety. A 45-minute Safe Table discussion will follow the one-hour educational presentation.

OBJECTIVES:

1. Describe the concept of psychological safety and common misconceptions about this phenomenon.
2. Discuss the impact of psychological safety on team and organizational outcomes.
3. Develop strategies to assess and create psychological safety your organization.

CONTINUING EDUCATION: One hour of continuing education credit for nurses will be awarded. *Continuing Education Contact Hours awarded by Iowa Western Community College, Iowa Board of Nursing Provider #6.*

REGISTRATION: <https://attendee.gotowebinar.com/register/5270782076568122127>

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.

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

COVID-19 Resources

✓ **Rapid-Cycle Improvement during the COVID-19 Pandemic: Using Safety Reports to Inform Incident Command**

Read a Research Letter ([Joint Commission, August 2020](#)) that describes how a large tertiary care academic medical center used rapid-cycle review of safety reports submitted by staff to identify, notify and then escalate and communicate to Incident Command concerns related to the COVID-19 pandemic. Their model can be applied by other health care organizations and systems to provide leadership with insights into safety and quality for timely response and risk mitigation.

✓ **Hospital Preparedness for a Covid-19 Surge: Assessment Tool**

The Institute for Healthcare Improvement (IHI) has made a new [assessment tool](#) available to help hospitals identify organizational capabilities and gaps to improve preparedness for another surge of COVID-19 patients. Key components include:

- Structure for planning, decision making and communication
- Monitoring and improvement
- Infection control preparedness
- Space and supplies
- Staffing
- Staff mental health and well-being

✓ **Model Predicts Severe Disease in those with COVID-19**

Developed by a team at Johns Hopkins University School of Medicine, a new prediction model can help clinicians and hospitals determine which patients with COVID-19 are likely to progress to severe disease and how quickly. The [COVID-19 Inpatient Risk Calculator](#) includes 24 variables that are known to be linked to COVID-19 such as age, BMI, vital signs, severity of symptoms at admission, and underlying health conditions.

✓ **National Nursing Home COVID-19 Action Network**

With support from the Agency for Healthcare Research and Quality, and in collaboration with the IHI, the University of New Mexico's Project ECHO is launching a network that will provide large-scale training and coaching to nursing homes across the U.S. to increase the implementation of evidence-based infection prevention and safety practices to protect residents and staff from COVID-19. The network is now actively recruiting nursing homes. [Read more!](#)

✓ **Risks Associated with Using Imported N95-Style Masks – Listen to Webcast Recording**

Listen to the recording of a webcast hosted by ECRI on September 29 that focused on risks to healthcare workers and patients associated with purchase of N95-style masks from non-traditional international suppliers. Discussion topics included:

1. Current supply chain disruption
2. The difference between KN95 and N95 masks
3. The ECRI N95-style testing program, results, and conclusions
4. Guidance and recommendations on using KN95 masks

The webcast was followed by a Q&A session with ECRI doctors, senior engineers, and subject matter experts. [Click here](#) and register to listen. Along with the recording, you can also download the **NIOSH/ECRI Mask Testing results** and the **ECRI Exclusive Hazard Report**.

✓ **Listening: The Key to Workforce Support during the COVID-19 Pandemic**

Listen to a [recent segment](#) from the IHI Virtual Learning Hour Special Series: Understanding and Addressing Sources of Caregiver Anxiety presented by Tait Shanafelt, MD, Chief Wellness Officer, Associate Dean and Professor of Medicine at Stanford University School of Medicine, that emphasizes the importance of listening to what matters most to staff as the pandemic has continued to evolve. His team's research has uncovered important information that healthcare leaders need to understand:

- Continuously assess staff's current priorities
- Understand that health care workers may be hard on themselves
- Normalize and acknowledge the need for mental health support