

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

## **NCPS Newsletter: October 2020**

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

During the month of October, there are many opportunities to recognize our healthcare workforce and raise awareness about important health topics. For example, October is the month designated to take special notice of physical therapists, pharmacists, physician assistants, and respiratory therapists as well as bringing awareness to healthcare issues like breast cancer and mental health. While the COVID-19 pandemic is challenging for almost everyone, the psychological and physical burden on our healthcare workforce is incredible. We would like to take this time to thank all healthcare workers for their dedication and commitment to their patients and their communities.

At NCPS we continuously strive to improve our support of the healthcare workforce in improving patient safety. Along these lines, we are currently working toward the launch of our new website, which will be easier to navigate and will provide improved access to patient safety resources. Stay tuned for more information about our new website in the next few weeks! Thank you for your continued efforts to improve patient safety.

- Gail Brondum

### **Shared Learning Opportunity for our Members: Reporting Committee Summary**

The Quarter 3 NCPS Reporting Committee Summary is available for downloading from the members-only portal of the NCPS website. This issue focuses on patient education and the importance of Teach Back and other strategies aimed at promoting health literacy.

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!***

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

#### **☑ NCPS Webinar and Safe Table Discussion: Medical Human Factors: How to Improve Human-System Interactions for Safer Healthcare Delivery**

**TODAY!** Thursday, October 1, 2020 from 12-2 PM CST.

**PRESENTER:** Bethany Lowndes PhD, MPH, CPE; Assistant Professor Human Factors, Department of Neurological Sciences 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:** The purpose of this program is to: 1) introduce healthcare professionals to the principles and theories of human factors, and 2) demonstrate the application of this knowledge

through tools designed to optimize human-system interactions for safe and effective healthcare delivery.

**OBJECTIVES:**

1. Describe human-systems interactions in healthcare delivery.
2. Discuss applications of human factors tools for analyzing human-system interactions.
3. Identify system design opportunities to address human capability and improve patient safety.

**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/2074447897773127952>

**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.**

**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 4<sup>th</sup> 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>

## ☑ **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).

**DATE:** November 12 & 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:** The purpose of this program is 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>

**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 suggestions.**

## We welcome input from our members!

### New – LifeBridge Nebraska Physician Wellness Program!

Every person needs a safe place they can talk about their stress, and physicians are no different. This is why Nebraska Medical Association (NMA) launched LifeBridge Nebraska. **This program is available to all Nebraskan physicians, regardless of NMA membership.** Learn more:

- YouTube video with program information: <https://youtu.be/bSjBfIfraXY> [youtu.be]
- Program webpage address: <https://www.nebmed.org/lifebridge> [nebmed.org].

***Please share this important information with your physician colleagues.***

### COVID-19 Resources

**National Council of State Boards of Nursing offers FREE, Self-paced COVID-19 Courses for Health Care Professionals.**

- ✓ COVID-19: Epidemiology, Modes of Transmission and Protecting Yourself with PPE
- ✓ COVID-19: Nursing Care
- ✓ COVID-19: Basic Law and Ethics for Nurses during COVID-19
- ✓ COVID-19: Credible Health Information, Hoaxes and the Media

Register at: <https://catalog.icrsncsbn.org/>

**Telemedicine: Four Ways to Center Safety and Quality.**

The Institute for Healthcare Improvement has published a Healthcare Executive article that discusses the unique quality and safety risks that arise when delivering care via telemedicine. The article describes four elements that healthcare leaders should focus on to ensure safe, high quality telemedicine services:

- ✓ Select patients carefully
- ✓ Offer robust training for providers
- ✓ Establish support processes to ensure smooth interactions
- ✓ Measure key indicators such as utilization and satisfaction

Click here to download the article:

[http://www.ihl.org/resources/Pages/Publications/telemedicine-center-quality-and-safety.aspx?utm\\_campaign=2020\\_TW\\_Test&utm\\_medium=Feature&hsmi=94695913&hsenc=p2ANqtz--6av6W-zJj3e03jPLucPpEr57id1iw-QR1EYqmDz\\_fhHpPW8Rlola9q1OTtSqC4GNBUXVHxz6W66CZJndXBPHXaoH1bg&utm\\_content=Telemedicine\\_Center&utm\\_source=hs\\_email](http://www.ihl.org/resources/Pages/Publications/telemedicine-center-quality-and-safety.aspx?utm_campaign=2020_TW_Test&utm_medium=Feature&hsmi=94695913&hsenc=p2ANqtz--6av6W-zJj3e03jPLucPpEr57id1iw-QR1EYqmDz_fhHpPW8Rlola9q1OTtSqC4GNBUXVHxz6W66CZJndXBPHXaoH1bg&utm_content=Telemedicine_Center&utm_source=hs_email)

### The Implications of COVID-19 for Opioid-related Mortality.

According to the CDC, approximately 72,000 people died of drug overdoses in the U.S. last year. Drug overdose deaths increased to record highs at the end of 2019, just before the COVID-19 pandemic began. The Commonwealth Fund provides a report that discusses how economic disruptions may be contributing to a worsening opioid epidemic, and how COVID-19 threatens treatment access. Read more: <https://www.commonwealthfund.org/blog/2020/implications-covid-19-opioid-related-mortality>

**☑ PPE Portraits — A Way to Humanize Personal Protective Equipment.**

Widespread use of personal protective equipment (PPE) may exacerbate patients' feelings of isolation and may negatively affect communication and a sense of connection among members of the health care team. This article describes how the use of "PPE portraits" could potentially mitigate these negative effects. PPE portraits are disposable stickers printed with the care providers' photos that can be easily attached to PPE and enable patients and other clinicians to see a picture of the care provider's face while they are interacting with them. Read more:

<https://link.springer.com/article/10.1007/s11606-020-05875-2>