

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



## **NCPS Update May 2021**

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

During the month of May, we have the opportunity to recognize healthcare providers who continue to demonstrate their dedication to serving patients and delivering safe care in the face of unprecedented challenges. National Nurses Week is celebrated May 6 -12 each year, appropriately ending on the birthday of Florence Nightingale, to highlight the contributions that nurses make to the community. National Hospital Week will be recognized May 9 – 15 with the theme “Inspiring Hope through Healing” to honor all hospital and health system team members for their work. National Skilled Nursing Care Week will be recognized May 9- 15, with the theme “Together Through the Seasons”, to note the teamwork and commitment of skilled nursing care facilities and their staff who continue to provide compassionate care to residents during these extraordinary times. I encourage you to join us in celebrating these “superheroes” who have truly gone above and beyond the call of duty to care for people in their communities. Thank you!



~ Gail Brondum LPN, BS

### **NCPS Shared Learning Resource: Patient Safety Brief – Pharmacist Role in Medication Reconciliation**

This month’s learning resource is a Patient Safety Brief that provides an extensive literature review focusing on the role of pharmacy personnel in medication reconciliation at hospital transitions, especially at admission. Recommendations for optimizing medication reconciliation processes are included. You can also access and download this brief 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**

#### **Join the Nebraska Debrief Implementation Collaborative – It’s not too late!**

NCPS is pleased to invite all healthcare professionals who work in Nebraska hospitals to participate in a collaborative that will help teams to develop a toolkit to support their efforts to use debriefs to improve quality and patient safety.

- Learn why and how to conduct debriefs
- Participate in implementation support calls
- Improve team performance and patient outcomes
- Receive continuing education credit

Funding for this project is provided by the Nebraska Department of Health and Human Services, Office of Rural Health.

Click [here](#) for more information about the project and how to register. There is no cost to participate! Contact Gail Brondum at [gail.brondum@unmc.edu](mailto:gail.brondum@unmc.edu) with questions.

### **Recognizing and Treating Opioid Use Disorder**

A one-hour presentation open to all prescribers, hospital administrators, and other healthcare providers. Learn about the signs and symptoms of opioid use disorder and how to address them. Physicians, Nurse Practitioners and Physician Assistants will learn how to become a Medication Assisted Treatment (MAT) provider through the waiver training and application process.

Virtual via Zoom – No cost to attend!

Available Credit: 1.0 AMA PRA Category 1 Credit(s)

#### **Morning session:**

May 7, 2021, 7:00 – 8:00 AM Central time

Presenter: Todd Stull, MD

Register [here](#).

#### **Evening session:**

May 13, 2021m, 7:00 – 8:00 PM Central time

Presenter: John Massey, MD

Register [here](#).

### **NCPS Webinar: Patient Safety Organizations 101: Patient Safety Work Product Privilege in the Context of PSOs**

**DATE:** Wednesday, June 2 from 12 – 1 pm Central Time.

#### **PURPOSE:**

After attending this learning activity, participants will be able to:

1. describe the Patient Safety and Quality Improvement Act of 2005
2. describe the purpose and work of PSOs
3. define patient safety evaluation system
4. define patient safety work product
5. describe the privilege protections under the Patient Safety and Quality Improvement Act of 2005 that are afforded to providers who work with federally listed PSOs such as NCPS.

**PRESENTER:** Michael Callahan, Senior Counsel on Katten Law Health Care team.

**REGISTRATION:** Click [here](#) to register for this free webinar.

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

NCPS has applied to award one hour of continuing medical education and continuing education credit for nurses for this program.

### **Root Cause Analysis (RCA) Innovation Virtual Summit Recorded Sessions**

The Hospital Quality Institute has made available the recorded sessions from the virtual RCA summit that was held on April 14. Log in to the [NCPS Members portal](#) and view them in the RCA Toolkit.

**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!**

## **Patient Safety Resources**

### **AHRQ Perspective Offers Strategies to Improve Patient Safety through Better Communication Across Providers and with Patients and Families**

AHRQ has developed strategies to improve patient safety by using better communication methods across providers and with patients and families. For example, using simplified discharge education programs and discharge information cards can enhance patient understanding of instructions and care information once they are home. [Learn more.](#)

### **Medtronic Perfusion Systems Recalls Bio-Console 560 Extracorporeal Blood Pumping Console for Possible Electrical Failure Causing the Pump to Stop**

Other issues observed by users include the interface going blank, smoke coming from the device and a burning odor during use. If the pump stops, patients could experience insufficient blood flow potentially leading to organ dysfunction, blood clots potentially leading to low blood pressure, reversible or irreversible neurological dysfunction, or death.

**The FDA has identified this as a Class I recall, the most serious type of recall. Use of these devices may cause serious injuries or death.**

[Read more.](#)

### **Implementing a Human Factors Approach to RCA2: Tools, Processes and Strategies**

The Root Cause Analysis and Action (RCA2) framework supports the implementation of sustainable systems-based improvements after investigation of patient safety events. This paper provides an overview of the Human Factors Analysis and Classification System (HFACS), the Human Factors Intervention Matrix (HFIX), and a decision tool called FACES and describe how these tools can be integrated into the RCA2 framework to foster a comprehensive, human factors analysis of patient safety events and the identification of broader system interventions.

[Read more.](#)

### **Using QI Tools to Reduce Surgical Site Infections**

Learn how a hospital was able to reduce its rate of surgical site infections by 50% after three months of quality improvement training and mentoring. [Read more.](#)

### **A Roadmap to Advance Patient Safety in Ambulatory Care**

Risks to patient in ambulatory care settings include, among other things, diagnostic and medication errors. This article describes scientific, practice, policy and patient/family milestones needed to fast-track progress in decreasing preventable harm in these settings. Several recommended milestones are provided, including measurement methods, routine monitoring of patient safety for learning and improvement, and leveraging patient engagement. [Read more.](#)

## **Learning from Safety Incidents in High Reliability Organizations: A Systematic Review of Learning Tools that could be Adapted and used in Healthcare**

High reliability organizations consistently examine and learn from safety incidents. This article describes several effective tools that can be used by multidisciplinary teams following a patient safety event, including debriefs, simulation, crew resource management, and reporting systems. If used soon after the incident, these tools can have a positive impact on learning.

[Read more.](#)

## **SAFER Care: Improving Caregiver Comprehension of Discharge Instructions**

Communication breakdowns between healthcare providers and patients and their families/caregivers can result in adverse events. This paper describes the development of the SAFER Care framework for written and verbal discharge instruction in pediatric units. The mnemonic reminds providers to discuss safe return to school/daycare, activity restrictions, follow-up plans, expected symptoms following discharge, when to return and seek care for symptoms, and who to contact with questions. [Read more.](#)

## **Surveys on Patient Safety Culture (SOPS®) Hospital Survey 2021 User database Reports**

The AHRQ Hospital Survey on Patient Safety Culture is a validated survey that examines organizational perceptions about safety culture ranging from communication about errors to teamwork within and across units. There are 2 versions: 1.0 and 2.0 – the latter of which was released in 2019. The AHRQ has released its 2021 SOPS Hospital 1.0 and 2.0 Database Reports. In both reports, areas of strength included teamwork within units and leadership. Areas of potential improvement for most hospitals included communication during handoffs/transitions, and creating an environment in which there are nonpunitive responses to error and mistakes are not held against staff members. [Download the reports.](#)

***Did you know NCPS offers the SOPS, as well as Just Culture training?*** Contact Gail Brondum, Executive Director, for more information or visit our [website](#) for additional details.

## **COVID-19 Resources**

### **Clarkson College Leadership Series**

The COVID-19 impact on human health is just beginning to be understood. For many individuals who test positive for COVID-19, this is not just an acute problem. **Join Clarkson College in collaboration with the UNMC College of Public Health** for a special event educating attendees on identifying the symptoms of and managing the needs for those with *Long COVID*.

Each event will feature a panel of speakers including infectious disease experts, frontline workers, public and mental health professionals, and long COVID patients.

For more information and to register, please click [here](#).

**Event for Patients, Families and Community Members**

**Thursday, May 6, 2021 / 5:30–7 p.m. CST via Zoom**

No cost to attend.

Attendees of the Patients, Family and Community Members event will gain the ability to:

- Identify the symptoms of *Long COVID*
- Identify the need for empathy and advocacy for *Long COVID* sufferers
- Identify resources to offer support to patients and their families

### **Event for Health Care and Community Professionals**

**Tuesday, May 25, 2021 / 5:30–7 p.m. CST via Zoom**

For participants requesting continuing education credit, registration is \$10. All other participants may register for free.

Attendees of the Health Care and Community Professionals event will gain the ability to:

- Identify the symptoms of *Long COVID*
- Increase their confidence in managing the needs of those with *Long COVID*
- Identify resources available for *Long COVID* sufferers and their families

### **Earning COVID-19 Vaccine Confidence by Building Trust**

As communities try to engage its members to get vaccinated against COVID-19, it is important that the conversations about the vaccines focus on listening and learning about feelings, thoughts and beliefs about the vaccines – not about persuasion. This trust building can have a long-lasting impact. Learn more about practical and clear conversation tips for busy staff caring for patients and communities in this [Conversation Guide to Improve COVID-19 Vaccine Uptake](#) provided by the Institute for Healthcare Improvement.

### **Will the COVID-19 Pandemic Transform Infection Prevention and Control in Surgery? Leverage Points for Organizational Learning**

How the COVID-19 pandemic has impacted infection prevention efforts and healthcare-associated infections is not clear. This article discusses how the pandemic has led to adaptations in infection prevention and control surveillance and a human factors and ergonomics perspective in surgery. The authors use a human factors perspective to propose an enhanced infection prevention and control approach to prevent surgical site infections. [Read the article.](#)

### **Has the COVID Pandemic Strengthened or Weakened Health Care Teams? A Field Guide to Healthy Workforce Best Practices**

The COVID-19 pandemic put tremendous stress and strain on health care teams as they provided care for their patients and each other. Team performance and organizational safety hinge on effective leadership. What lessons can leaders learn from the COVID-19 pandemic that can help them strengthen and sustain a professional, healthy and supportive workforce culture during a crisis and beyond? This article discusses the role of team leaders on team performance during the pandemic, and reviews common mistakes made and lessons learned to help build strong, cohesive teams. [Read the article.](#)