

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



## **NCPS Update August 2021**

### **A Message from the Patient Safety Program Director**

The Centers for Disease Control and Prevention (CDC) annually recognizes August as [National Immunization Awareness Month \(NIAM\)](#). This annual observance highlights the efforts of healthcare professionals in a variety of settings to protect patients of all ages against vaccine-preventable diseases through on-time vaccination. Use NIAM as an opportunity to access [CDC educational resources](#) like the [#HowIRecommend Video Series](#), which offers simple and practical guidance for having successful vaccine conversations with parents and patients. These short videos demonstrate how to make effective vaccine recommendations, address common vaccine questions, and take a team-based approach to vaccination. The CDC has developed CME activities to help healthcare professionals have successful conversations with parents about vaccines. Access this CME activity at the link below:

- How Nurses and Medical Assistants Can Foster a Culture of Immunization in the Practice: <https://www.cdc.gov/vaccines/ed/vaccine-communication/foster-culture-of-immunization.html>

During NIAM, the CDC encourages healthcare providers to ensure their patients are up to date on recommended vaccines. Research has consistently shown that healthcare professionals are the most trusted source of vaccine information for parents and patients.

***Need resources to help you talk about the COVID-19 vaccine with patients and families?***

Download the [Conversation Guide to Improve COVID-19 Vaccine Uptake](#) made available from the Institute for Healthcare Improvement.

~ Regina Nailon PhD, RN

### **NCPS Shared Learning Resource: De-Identified Event and Facility Self-Assessment**

This month's learning resource is a De-Identified Event that addresses falls with serious injury – with a focus on falls resulting in hip fracture – and provides evidence-based strategies to mitigate fall risk. It also contains a facility self-assessment, "*Could this happen in your organization?*" with links to valuable resources. This resource is available to members by visiting the Educational Resources tab in the members only portal on the NCPS website: <https://www.nepatientsafety.org/members/>

### **Opportunity to Join NCPS!**

NCPS is seeking candidates for the position of Patient Safety Program Director. If you have a Bachelor's degree in a healthcare related field (Master's degree preferred), have at least five years of experience working with patient safety and/or quality outcomes in a healthcare system, and are a subject matter expert in patient safety and performance improvement, please consider this position. To apply for this position, follow this link:

<https://unmc.peopleadmin.com/postings/60028>.

For further information about this position, contact NCPS Executive Director, Gail Brondum ([gail.brondum@unmc.edu](mailto:gail.brondum@unmc.edu)). We look forward to finding a team member who will continue to advance our patient safety education and reporting programs, and other services provided to our members.

### **The Importance of Reporting Safety Events to NCPS**

Is your organization submitting patient safety events to NCPS on a regular basis? We rely on our members to submit reports of safety events that occur with and without harm, as well as near events. Reporting events enables us to aggregate and analyze the information to identify patterns and themes, and to develop educational resources for our members to help you with improvement efforts.

**Please consider submitting event reports on at least a monthly basis! This will ensure that you are taking full advantage of the privilege and confidentiality protections that come with maintaining a reporting relationship with NCPS!**

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

#### **NCPS Webinar: Interventions for Hospital Fall Risk Reduction**

**Date:** Thursday, September 23

**Time:** 12:00 – 1:00 PM Central Time

During this webinar, Dawn Venema, PT, PhD, Associate Professor, Division of Physical Therapy Education in the College of Allied Health Professions at UNMC will discuss linking evidence-based interventions to fall risk factors. Her presentation will include findings from UNMC's CAPTURE Falls program, a program that supports fall risk reduction in Nebraska critical access hospitals.

Register [here](#).

### **Patient Safety Resources**



#### **Nebraska Medical Association Annual Conference**

**Registration is Open!**

Join us for the 2021 NMA Annual meeting

Friday, September 17, 2021!

Embassy Suites Omaha-La Vista Conference Center

**10:45 a.m. REGISTRATION BEGINS**

**11:15 a.m. WELCOME LUNCHEON & KEYNOTE SPEAKER**

**12:45 p.m. DEBUT OF NMA INSPIRE MEDICINE SPEAKER SERIES**



**3:00 p.m. NMA BUSINESS MEETING**  
**4:00 p.m. HOUSE OF DELEGATES**  
**5:30 p.m. COCKTAIL RECEPTION**  
**6:30 p.m. INAUGURAL BANQUET**

[Register now!](#)

## **Healthcare Professionals' Experience of Psychological Safety, Voice, and Silence**

This study focused on understanding healthcare professionals' individual experiences of psychological safety. We aim to gain a fuller understanding of the influence team leaders, interpersonal relationships and individual characteristics have on individuals' psychological safety and their decisions to engage in voice or silence behavior.

Researchers identified four themes influencing psychological safety and individual- and team-level inhibiting and motivating dynamics, including interpersonal, [leadership](#), and [hierarchy](#) dynamics. Several intervention components to encourage psychological safety are reviewed, including inclusive behaviors, discrimination training, shared mental models, and conflict resolution. Access the full text [here](#).

## **Reducing Surgical Specimen Errors through Multidisciplinary Quality Improvement**

Errors in surgical specimen handling can result in missed diagnoses and delays in treatment. Read how one children's hospital implemented a quality improvement (QI) initiative to reduce surgical specimen errors. Using the [Institute for Healthcare Improvement Model for Improvement QI](#) methodology, they decreased errors from 10 per 1,000 surgical specimens to 0 errors each month by determining the root causes of error and implementing changes in specimen labeling, a standardized specimen time-out and reconciliation process, and optimizing communication between surgeons, OR and laboratory staff with the implementation of a Specimen Request Form. Access the article [here](#).

## **Positive Leadership WalkRounds, Safety Culture, and Workforce Well-being**

Interventions are needed to decrease burnout and to increase health care worker well-being and improve organizational safety culture. A study was conducted in a large academic health system to examine the association between positive leadership walkrounds (PosWR), an organizational practice in which leaders conduct rounds and ask staff about what is going well, their well-being, and their perceptions of organizational safety culture. This study revealed that workers who were exposed to the PosWR were more likely to report readiness to participate in quality improvement activities, positive perceptions of teamwork and well-being (decreased emotional exhaustion, and a sense of work-life balance). [Read the study](#).

## **Value Improvement at the Point of Care: Engaging and Empowering Front-line Teams with a New Quality Improvement Methodology**

Read a study conducted at a tertiary care cardiac hospital that aimed to improve value in healthcare delivery by increasing efficiency and reducing waste. The multidisciplinary team based their approach upon the value improvement (VI) method developed by the Institute for Healthcare Improvement, which is grounded in a framework that emphasizes continuous process improvement, standardization, and rightsizing capacity to demand. Using tools such as a data box score, a visual management board and weekly communication huddles, the study found that the team improved several processes and outcomes that made a positive impact on patients and families and increased staff engagement in continuous improvement. Click [here](#) to access the full text article.

## **Making Healthcare Safer**

Dr. Lucian Leape, a prominent leader in the patient safety movement in the U.S. has published a new book that provides an in-depth discussion of the growth of patient safety from the late 1980s to 2015. The book provides comprehensive details about how and why human and systems errors occur in health care and promotes an understanding of the principles and practices of patient safety, particularly how they have been influenced by safety science and systems theory and design. Click [here](#) for free and unlimited access to the electronic version.

## **COVID-19 Resources**

### **Joint Commission Sentinel Event Alert 62: Health Care Workers in the Midst of Crisis**

In this first in a series of special edition Sentinel Event Alerts, the Joint Commission addresses health care workers' concerns during COVID-19, and provides learnings and examples that can help health care organizations continue to respond effectively to the pandemic while maintaining the safety, health and engagement of health care workers. Access the [Sentinel Alert](#) [here](#).

### **Strategies for Improving Joy in Work and Well-being**

We are all aware of the emotional, physical and psychological toll that the COVID-19 pandemic has brought to healthcare professionals. This has resulted in increased stressors and burnout. The National Academy of Medicine has linked this level of burnout to medical errors, staff turnover, higher medical costs, and lower patient satisfaction. [Learn 5 ways](#) that organizational leaders can protect the physical and psychological safety of staff and foster in them a renewed sense of purpose.

### **Medical Jargon can Worsen COVID-19 Health Inequities**

The U.S. Department of Health and Human Services defines health literacy as "the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions." Health literacy initiatives have become critically important in 2021, with millions of people still unvaccinated the virus, often because the information they receive is confusing, or they do not understand how or where to

get the shots. Led by a student at Harvard Medical School, a team of 175 multilingual health profession students across the U.S. developed clear, understandable COVID-19 fact sheets and in more than 40 languages, including English. Download the fact sheets and learn more about the [COVID-19 Health Literacy Project](#).

### **COVID-19 Lessons Learned: A Resource for Recovery**

Joint Commission Resources and Deloitte have published a free white paper focusing on lessons Learned from the COVID-19 pandemic. The paper presents best practices, including assessments of readiness/preparedness efforts across local, regional and national stakeholders. The authors examine actions that organizations have taken to address issues and provide access to tools and guidance for health care leaders. Access the white paper [here](#).