# 2024-2025 ANNUAL REPORT

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




NCPS
Nebraska Coalition for Patient Safety

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In depth review of events reported to NCPS:
www.nepatientsafety.org/about/annual-reports.html



# EXECUTIVE DIRECTOR MESSAGE

As NCPS marks its 20th year of operations, I am honored to provide you with our annual report of activities. Since 2006, NCPS has worked diligently to meet our mission to ***"continuously improve the safety and quality of healthcare delivery in our region."***

Included in this year's annual report is reported event data from 2024 and 2025. The consolidation of reports from the various error reporting platforms available to members significantly increased the number of event reports received and subsequently delayed our analysis of the aggregated event data. We have refined our analysis processes and have a path forward that will allow expedient completion of this work and a timely reporting of results.

Another milestone reached in the past two years includes adding four new member organizations in 2024 and three in 2025, to bring our total membership number to 72. Our membership includes large academic medical centers, community hospitals, critical access hospitals, ambulatory care clinics, specialty hospitals, and a federally qualified healthcare center.

One of our main challenges for the 2026 – 2027 fiscal year is to secure funding for NCPS' ongoing operations while maintaining a superior level of service to our members. The Patient Safety Cash fund legislation which provided a large part of our funding for the past five years expired on January 1, 2026. The NCPS Board of Directors and I are diligently working to find ways to replace these dollars so that the important patient safety work NCPS provides can continue. In the interim, we are closely managing expenditures.

We continue providing workshops for member and non-member organizations with specific on-site training when requested. An important part of our mission is providing the tools and trainings an organization needs to strengthen their culture of safety. The foundational tools we teach include Just Culture, TeamSTEPPS® , and Root Cause Analysis and Action. A culture of safety facilitates organizations on their journey to high reliability.

*Informed* - safe, highly reliable organization

*Flexible* - the organization changes processes and systems to improve; team communications are optimized; there is psychological safety to speak up about safety related information

*Learning* - information from reports is used to understand risk in the organization and how systems and processes can be improved

*Reporting* - staff feel safe to report errors and unsafe situations; they understand how the information is used

*Just* - there is a fair, transparent, consistent system of managing events, demonstrating a shared accountability between system design and behavioral choices




We are updating teaching materials used in our Just Culture and TeamSTEPPS training to help organizations better manage sustainment of their program once implemented; and we are exploring other educational topics that will empower members to improve their patient safety efforts. And as always, we strive to provide excellent customer service by being available to answer patient safety questions, facilitate root cause analyses, and provide evidence-based best practices for patient safety in a timely manner.

Thanks to the NCPS Board of Directors, the NCPS Reporting Committee members, NCPS Sponsors and Founding Organizations, NCPS members, and all of you who are working to improve the safety and quality of healthcare in our region. There is much work to be done but together we will strive to make patients and healthcare workers safer in Nebraska and our region!

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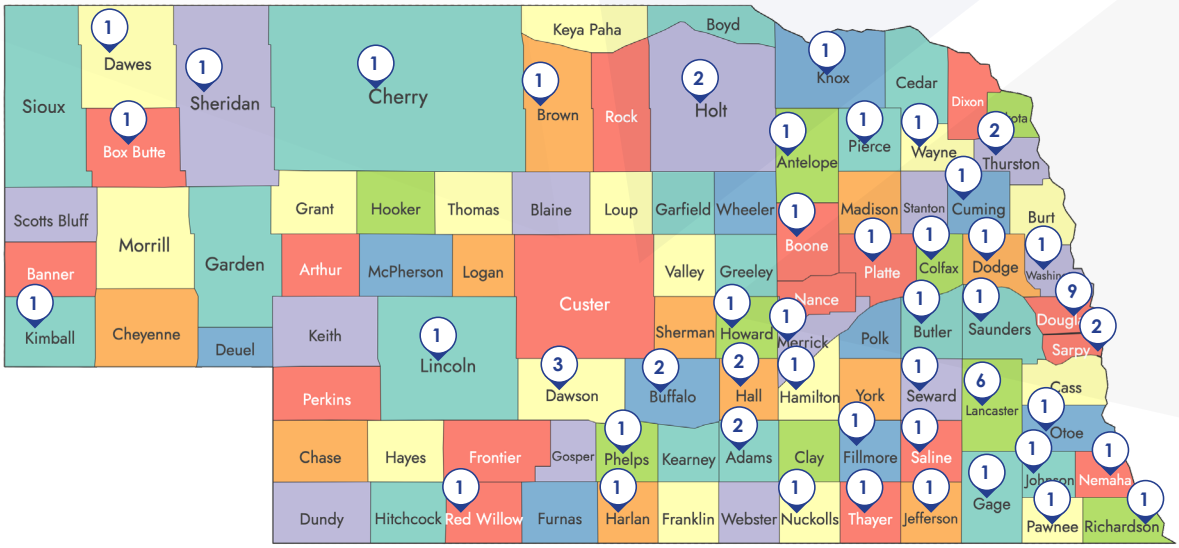
NCPS

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SECTION 1

# By the Numbers

Numbers tell an important story about the Nebraska Coalition for Patient Safety (NCPS) and its role in promoting safer care across the region. The maps below show the number of members in each Nebraska and Iowa county; and demonstrate the growing network of healthcare professionals committed to identifying risks, learning from near miss and patient harm events, and improving patient safety. The table provides a summary of membership data for 2024 and 2025 including the number of members, the number of reported events, and the number of those reported events that resulted in permanent harm or death.







| | 2024 | 2025 |
|---|---|---|
| NCPS Members | 71 | 72 |
| Reported Events | 39,486 | 41,967 |
| Reported Events Resulting in Permanent Harm or Death | 71 | 72 |

*I greatly appreciate the resources and support the Nebraska Coalition for Patient Safety (NCPS) has provided our organization. They regularly share current best practices and training that our staff benefited from; helping build on our existing culture of patient safety.*

Andrew McCarty, BSN, RN, SCRN, LSSGB - Mary Lanning Healthcare

## Most Frequently Reported Events

The same event types are the most frequently reported year to year though they may vary in which numeric position they fall.

There is a significant number that are categorized as "Other". This is an area of need for further investigation to understand what these harm events include and how to mitigate their occurrence.

| | 2024 | | 2025 | |
|---|---|---|---|---|
| **Events** | **n** | **%** | **n** | **%** |
| Care Management not Otherwise Specified | 5,235 | 13.30% | 5,238 | 12.48% |
| Medication | 5,193 | 13.20% | 5,508 | 13.13% |
| Lab/Specimen | 3,874 | 9.80% | 4,113 | 9.80% |
| Patient Protection (Other) | 3,384 | 8.60% | 4,387 | 10.45% |
| Diagnostic Error | 2,718 | 6.90% | 2,354 | 5.61% |
| Patient Protection Against Medical Advice/Left Without Being Seen/Elopement | 2,662 | 6.70% | 2,055 | 4.90% |
| Fall | 1,885 | 4.80% | 2.034 | 4.85% |
| Surgery (Including Invasive Procedures) | 1,739 | 4.30% | 1,590 | 3.79% |
| Device or Medical/Surgical Supply | 1,244 | 3.20% | 1,596 | 3.80% |
| Other | 4,061 | 10.30% | 3,557 | 8.48% |

## Review Recent patient Safety Events Summaries:

- 2024 Summary - https://www.nepatientsafety.org/about/annual-reports.html
- 2025 Summary - https://www.nepatientsafety.org/about/annual-reports.html

*Through our partnership with the Nebraska Coalition for Patient Safety, our leaders have gained practical tools and a shared framework for applying Just Culture principles consistently. This collaboration is helping build a stronger culture where staff feel supported to report concerns, learn from events, and continuously improve patient care.*

Allyson Stepanek, MHA - Methodist Jennie Edmundson Hospital

# Insights and Trends

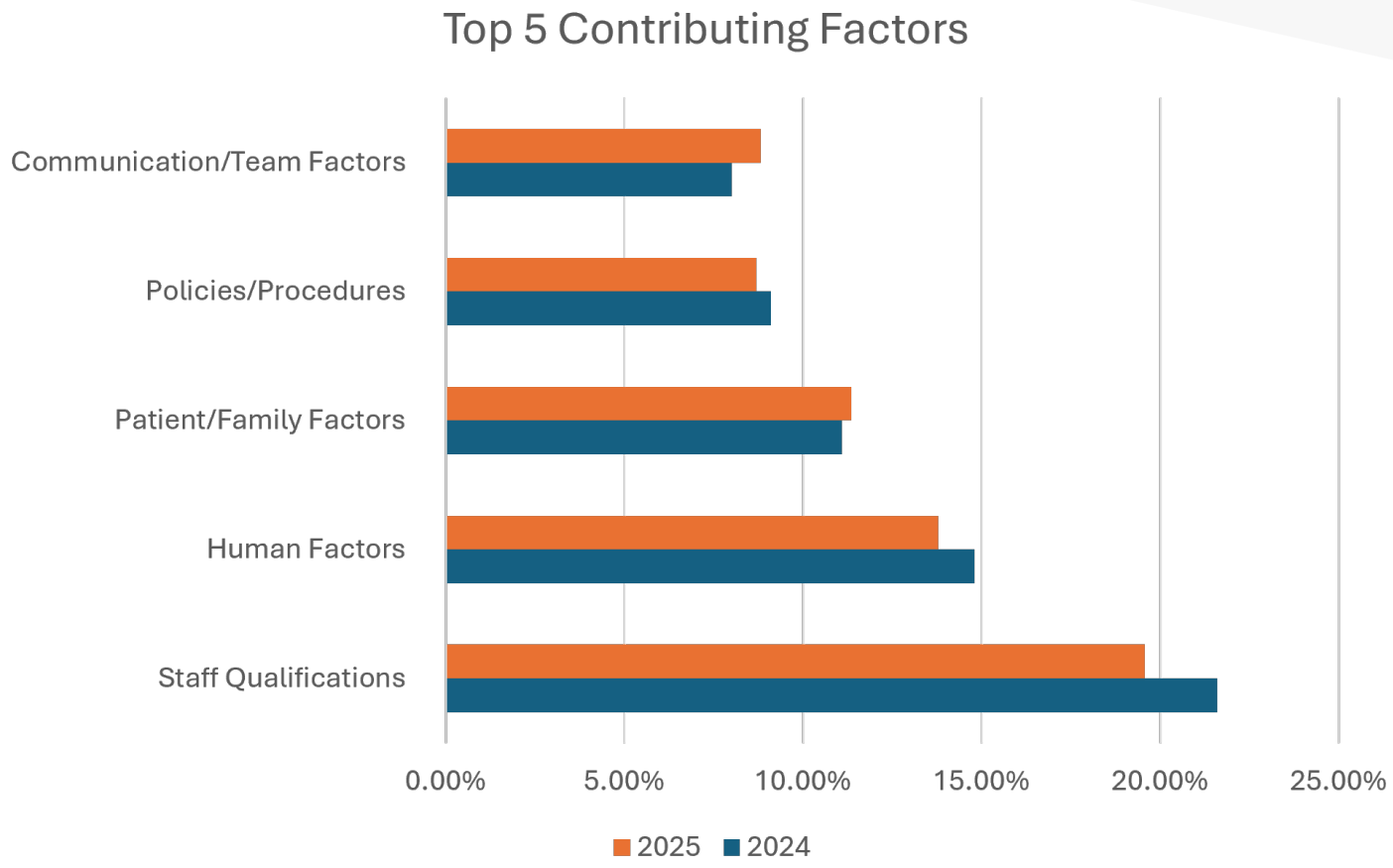
**Staff Qualifications:**
Related to staff knowledge, skills, training, experience, and/or performance.

**Human Factors:**
Related to the errors, lapses, or adverse events arising from human performance, behavior, or cognition.

**Patient/Family Factors:**
Related to patient or family characteristics, behaviors, or health conditions.

**Policies/Procedures Factors:**
Related to the existence of or adherence to existing policies or operating procedures.

**Communication/Team Factors:**
Related to issues or breakdowns in communication of patient information or coordination among providers, patients, and patient families.




Contributing Factors are those conditions, behaviors, or organizational influences that increase the likelihood of a safety event or error.

World Health Organization, 2023

SECTION 3

# Member Organizations

**Ambulatory Care Providers**
OneWorld Community Health Centers
Bryan Physician Network

**Large Urban Hospitals**
Bryan Medical Center
CHI Health Creighton University Medical Center – Bergan Mercy
CHI Health Immanuel
CHI Health Lakeside
CHI Health Mercy Council Bluffs
CHI Health Midlands
CHI Health St. Elizabeth
Methodist Jenny Edmundson
Methodist Women's Hospital
Nebraska Methodist Hospital

**Critical Access Hospitals (Small)**
Antelope Memorial
Avera Creighton
Avera St. Anthony's
Brodstone Memorial Hospital
Brown County Hospital
CHI Health Mercy Corning
CHI Health Missouri Valley
CHI Health Plainview
CHI Schuyler
Gordon Memorial Health Services
Harlan County Health System
Jennie M. Melham Memorial Health
Johnson County Hospital
Kimball Health Services Health
Osmond Medical Center
Pawnee County Memorial Hospital
Saunders Medical Center
Syracuse Area Health
Twelve Clans Unity Hospital
West Holt Medical

**Critical Access Hospitals (Medium)**
Boone County Health Center
Butler County Health Care Center
Chadron Community Hospital & Health Services
Cherry County Hospital
Cozad Community Health System
Crete Area Medical Center
Fillmore County Hospital
Gothenburg Health
Howard County Medical Center
Jefferson Community Health and Life
Memorial Community Health
Merrick Medical Center
Nemaha County Hospital
Pender Community Healthcare
Providence Medical Center
Sidney Regional Medical Center
Thayer County Health Services
Tri Valley Health System

**Critical Access Hospitals (Large)**
Beatrice Community Hospital
Box Butte General Hospital
CHI Health St. Marys
Community Hospital
Community Medical Center
Franciscan Healthcare
Lexington Regional Health Center
Phelps Memorial Health Care System
Memorial Community Hospital & Health System
Memorial Health Care Systems

**Community Hospitals**
CHI Health Good Samaritan
CHI Health St. Francis
Columbus Community Hospital
Grand Island Regional Medical Center
Great Plains Health
Kearney Regional Medical Center
Mary Lanning Healthcare
Methodist Fremont Health

**Specialty Hospitals**
Bryan Heart
CHI Health Ambulatory Surgery Center at Midlands Hospital
CHI Health Nebraska Heart Hospital
Lincoln Surgical Hospital
Nebraska Spine Hospital
OrthoNebraska

*The NCPS Patient Safety Culture Survey gave LRHC staff a voice, enabling us to identify risks, strengthen our culture of safety, and make meaningful improvements to our strategic plan to better protect both patients and employees.*

Jessica Linder, MLT(ASCP), T – CSCT,
Lexington Regional Health Center

# Services Provided to NCPS Organizations

## Shared Learning topics include:

- SAC Matrix vs Severity Index for RCA Trigger
- Patient Injured in CT Scanner
- The Value of Reviewing Patient Complaints
- Intrahospital Transfer of Patient Needing Oxygen Support
- Failure to Follow Up on An Abnormal Test Result
- ECRI's 2025 Top 10 Technology Patient Safety Hazards
- Improving Communication with Deaf and Hearing-Impaired Patients
- Orders Sets in the EHR

## Trainings/Educational Programs for members and non-members include:

- CMS Structural Measures
- Just Culture
- TeamSTEPPS & Action Planning
- TeamSTEPPS Master Trainer
- Communication as a Cure – Preventing Dx Errors to Promote Patient Safety
- Patient Safety Organizations and Overview of Patient Safety

To learn more about NCPS' work and the resources available through them, check out the NCPS website: https://www.nepatientsafety.org/

NCPS Education Resources: https://www.nepatientsafety.org/resources-tools/education/overview.html

| | 2024 | 2025 |
|---|---|---|
| Newsletters, Shared Learnings, Articles Written | 24 | 24 |
| Trainings/Educational Programs | 11 | 22 |
| Surveys on Patient Safety | 2 | 7 |

*NCPS consistently demonstrates its commitment to patient safety by serving as a reliable source of support and expertise. They have provided valuable education on Patient Safety Work Product and have assisted with complex Root Cause Analyses, bringing an unbiased perspective to the process. Their willingness to answer patient safety questions and provide guidance helps transform challenges into opportunities for learning and improvement, ultimately benefiting the patients and communities we serve.*

Summer Gonzalez, CPHQ - Box Butte General Hospital

# Founders & Sponsors

## Founders

Nebraska Academy of PAs

Nebraska Hospital Association

Nebraska Pharmacists Association
Advocate. Educate. Connect.

Nebraska Medical Association

NNA
NEBRASKA NURSES ASSOCIATION

## Sponsors

### GOLD

Nebraska Hospital Association
The influential voice of Nebraska's hospitals

Nebraska Medical Association

### BRONZE

Nebraska Pharmacists Association
Advocate. Educate. Connect.

COPIC®
Better Medicine • Better Lives

SECTION 6

# Board of Directors

The Nebraska Coalition for Patient Safety is governed by a 12–15-member Board of Directors that includes representation from each of the founding organizations and at least on consumer member. Board Directors for the 2024-2025 year include:

**Pamela Dickey, MPAS, PA-C, President (Nebraska Academy of Physician Assistants)**
Assistant Professor
University of Nebraska Medical Center
Kearney, NE

**Jason Kruger, MD MHCH, Immediate Past President (Nebraska Medical Association)**
VP, Chief Medical Officer
CHI Health St. Elizabeth Hospital and CHI Health Nebraska Heart
Lincoln, NE

**Douglas V. Elting, Treasurer (Consumer)**
TRANSCEND Health Consultants
Lincoln, NE

**Nicole Blaser, RN, MSN, Secretary (Nebraska Hospital Association)**
Director of Quality and Compliance
Columbus Community Hospital
Columbus, NE

**James Bird, PharmD, BCCCP (Nebraska Pharmacist Association)**
Clinical Pharmacist/Residency Program Director
CHI Health Immanuel
Omaha, NE

**Melissa Florell, PhD, RN (Nebraska Nurses Association)**
Assistant Professor
University of Nebraska Medical Center
Kearney, NE

**Shaun Horak, DMSc, PA-C (Nebraska Academy of Physician Assistants)**
Assistant Professor
University of Nebraska Medical center
Omaha, NE

**Kenneth Kester, PharmD, JD (Nebraska Academy of Pharmacists)**
System Director of Telepharmacy
Pharmacy Operations and Clinical Services
CommonSpirit Health
Omaha, NE

**Staci Kolm, MSN, RN (Nebraska Organization for Nursing Leadership)**
Director – Med Surg and Float Staff
Faith Regional Health Services
Norfolk, NE

**Kermit Moore, RN, SBN (Consumer)**

**John Trapp, MD (Nebraska Medical Association)**
System Vice President of Medical Affairs and Chief Medical Officer
Bryan Health
Lincoln, NE

**NAPA:** Nebraska Academy of Physician Assistants
**NHA:** Nebraska Hospital Association
**NMA:** Nebraska Medical Association
**NNA:** Nebraska Nurses Association
**NONL:** Nebraska Organization of Nurse Leaders
**NPA:** Nebraska Pharmacists Association

SECTION 7

# Partnerships

NCPS is appreciative for the continued collaboration with regional and national organizations that support our mission of improving the quality and safety of healthcare delivery:

- ✓ Agency for Healthcare Research and Quality (AHRQ)
  www.ahrq.gov
- ✓ Alliance for Quality Improvement and Patient Safety (AQIPS)
  www.aqips.org
- ✓ Nebraska Association for Healthcare Quality, Risk, and Safety (NAHQRS)
  www.nahqrs.org
- ✓ Nebraska Perinatal Quality Improvement Collaborative (NPQIC)
  www.npqic.org
- ✓ University of Nebraska Medical Center, College of Allied Health Professions, CAPTUREFalls (UNMC-CAHP)
  www.unmc.edu/patient-safety/capturefalls/index.html
- ✓ University of Nebraska Medical Center, College of Public Health (UNMC-COPH)
  www.unmc.edu/publichealth

SECTION 8

# NCPS Staff



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**Gail Brondum, LPN, BS**
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Please contact Carla Snyder, Executive Director, for questions or further information about NCPS and this report.

*The Nebraska Coalition for Patient Safety has helped strengthened OneWorld's risk management program by providing practical education on root cause analysis that we have successfully incorporated into our organization. Their guidance has helped us look beyond individual events, identify previously unrecognized risks, and develop more meaningful and sustainable patient safety improvements.*

Joseph Luna, MPH, MLS (ASCP), CPHQ, OneWorld Community Health Centers


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