

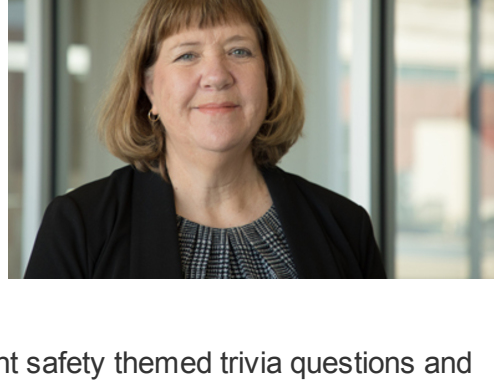
**NCPS Mission:** To continuously improve the safety and quality of healthcare delivery in the region.

## NCPS Update: April 2022

### A Message from the Patient Safety

#### Program Director

Carla Snyder, MHA, MT(ASCP), SBB



National Patient Safety week was in March and it was impressive to learn of the many activities various NCPS members provided to their colleagues to encourage them in the efforts we all employ to improve patient safety. From "Wards of Woe" to patient safety themed trivia questions and video role plays demonstrating important safety tools (such as SBAR) in between; there were many great ideas and innovative ways to teach about and encourage patient safety.

Medication errors continue to be the top event reported to NCPS. To provide you with tools and resources to help mitigate medication errors, NCPS will be hosting a live webinar "Medication Safety: Best Practices & Pitfalls" on April 20th from noon until 1:30pm. See below in the Learning Opportunities section to learn more about this informative webinar and how to register for the event. CEUs will be awarded to NCPS members for this webinar.

Lastly, I would encourage you to read a recent IHI blog post, [Fixing the Foundations: Top Safety Actions for 2022 \(ihi.org\)](#). Written by Patricia A. McGaffigan, RN, MS, CPPS, an IHI Vice President and President of the Certification Board for Professionals in Patient Safety President, the blog post offers an interesting perspective prompted by a New England Journal of Medicine commentary piece, [Health Care Safety during the Pandemic and Beyond — Building a System That Ensures Resilience | NEJM](#). The IHI blog proposes actionable steps and resources to identify and fix the cracks in the foundation of patient safety which have been exposed during the pandemic; and to consider them part of the core recovery work needed.

As McGaffigan states, "Without refortification, progress in safety will be limited as our attention moves to our next burning platform, and sustainability of progress will remain elusive".

### NCPS Shared Learning Resources

The NCPS learning resource this month is a [Reporting Committee Summary\[SCL1\]](#) which focuses on an event where the result of a lab test (a positive COVID-19 test) was not on the patient's chart when the patient was admitted for an outpatient procedure and then later misinterpreted by a clinician as being negative. The nurse caring for the patient was also caring for other patients including a new mother and baby. This summary includes information and resources about the importance of having procedures in place for notifying clinicians of critical and/or significant lab test results, utilizing a pre-op checklist, and the importance of a culture of safety in any healthcare setting. It contains an organizational self-assessment, "Could this happen in your organization?" to help identify gaps and next steps in developing risk mitigation strategies to reduce the potential for similar adverse events. The summary is also available to members by visiting the Educational Resources tab in the members only portal on the NCPS website: <https://www.nepatientsafety.org/members/>

### NCPS Member Update - What You Need to Know

#### Recognition Awarded to Several NCPS Members

Congratulations to several of our members who received national awards during this past month. This includes Community Hospital in McCook who was recognized by Professional Research Consultants (PRC) as one of their national 2022, 5-Star Award Winners for Overall Quality of Care for both their home health program and for the Trenton Medical Clinic.

Healthgrades announced their Patient Safety Awards for 2022. Included in this group are NCPS members Nebraska Medicine - Bellevue Medical Center, CHI Health Good Samaritan, Lincoln Surgical Hospital, Midwest Surgical Hospital, and The Nebraska Medical Center. Your work is much appreciated, and your recognition well deserved!

#### Thank You to NCPS Reporting Committee Members

The words "Thank You" don't seem sufficient for two of our long time NCPS Reporting Committee members, Elaine Thiel, RN and Linda Bontrager, RN. Both are stepping down as members of this committee as they embrace their professional retirement after having been members of this committee for many years.

The committee, which is made up of subject matter experts from a variety of clinical disciplines (i.e. Physicians, Pharmacist, PA, Nursing, and Allied Health), meets quarterly. During the meeting each member reviews an event that has been reported to NCPS. Both Linda and Elaine have been great resources for the committee because of their knowledge of nursing workflow and practice, quality improvement, and patient safety. Their commitment to patient safety is highly evident through the feedback they each provide related to the events they review. We appreciate both of them very much and wish them all the best in the future.

#### Electronic Reporting of Patient Safety Events

NCPS and Press Ganey Associates, Inc. recently held a kick-off meeting to begin the implementation process for the Patient Safety Organization (PSO) Platform for the collection, management and analysis of patient safety event reports. The Press Ganey PSO Platform will allow authorized users from NCPS member facilities to access the secure web-based software system to report an individual event or to upload files which contain information about multiple events from their internal patient safety evaluation system. Members who use the system will have direct access to pre-configured dashboard reports and comparative aggregate data from seven other PSOs who use the Press Ganey PSO Platform.

After NCPS workforce are trained, we will use a phased approach to implement the reporting platform with member organizations. NCPS staff will be in direct contact with members who have agreed to participate in the first phase of implementation. Additional education and information about this initiative will be provided as the project progresses. This project is made possible by resources from the Patient Safety Cash Fund. Questions can be directed to Ashley Dawson, NCPS Patient Safety Statistician at [ashley.dawson@unmc.edu](mailto:ashley.dawson@unmc.edu)

### Learning Opportunities for NCPS Members

#### Webinar Medication Safety: Best Practices & Pitfalls

Wednesday, April 20th 12 noon – 1:30 pm

During this webinar, Gary Cochran, PharmD, S.M. will review leading medication safety resources, perform a deep dive into ISMP's medication best practices, and outline strategies to improve medication safety. The presentation by Dr. Cochran, an Associate Professor, in UNMC's College of Pharmacy, Department of Pharmacy Practice, will be followed by a 30-minute Safe Table where attendees will be able to confidentially discuss medication safety challenges and successes in their own work setting.

A Safe Table is a forum where healthcare providers can gather to review and discuss issues related to quality and patient safety improvement in a confidential and privileged space. Information discussed during this Safe Table will be considered Patient Safety Work Product within the NCPS and providers Patient Safety Evaluation Systems as defined by the federal Patient Safety and Quality Improvement Act of 2005.

Please use this [link](#) to register for the webinar.

#### Reminder: Webinar PSO Case Law Learnings on 4/12 at 1 pm CT

AQIPS and Chart Institute PSO are offering a webinar which you, as an NCPS member, are invited to attend. PSO Case Law Learnings to Strengthen the PSES and Privilege Protection with Robin Locke Nagele, JD/Principal, Post & Schell, P.C. will provide practical tips derived from case law for strengthening the PSES framework that is the foundation for privilege protection under the federal Patient Safety Act. NCPS members may also extend this invitation to their legal counsel provider.

Register [here](#) for the April 12<sup>th</sup> 1pm webinar.

### Collaborative Opportunity for NCPS Members

#### CAH Affinity Group Safety Huddle

The first Critical Access Hospital Affinity Group Safety Huddle has been scheduled for April 26<sup>th</sup> at 12 noon. CAH members have received an email with a Zoom invitation and a proposed agenda for this first meeting. If you are a CAH member and haven't received the email, please reach out to me at [carlasnyder@unmc.edu](mailto:carlasnyder@unmc.edu).

Additional Affinity Group Safety Huddles for Community Hospitals and Large Hospitals will be scheduled soon. Depending upon the interest of our Specialty Hospital members and Ambulatory Surgical Centers members, NCPS will convene Affinity Group Safety Huddles for them also.

An Affinity Group is a group formed around a shared interest or common goal; and is intended to provide benefit from interactions with people who share common identities or experiences. Affinity Groups can be a place to come together to feel less isolated and more connected or to work together toward a common goal.

### Patient Safety Resources

#### The Difficult Case Consultation: A Clinical Communication Intervention

Patients and their families play a significant role in patient safety and their engagement is a priority. When a patient's case involves a lengthy hospitalization or a series of inpatient and outpatient encounters with slow or stagnant patient improvement, high levels of stress for the patient's family and the healthcare workers caring for the patient can develop. Read about the [structured conversation tool](#) researchers from DePaul University developed which allows clinicians working on a case to share their perspectives in real time, and to break free of mindsets that obscure possibilities for improving a patient's care.

<https://www.pagepressjournals.org/index.php/grmh/article/view/9977>

#### IHI's Safer Dx Checklist: 10 High-Priority Practices for Diagnostic Excellence

Diagnostic errors frequently cause harm and are costly. The [Safer Dx Checklist](#) is a new organizational self-assessment tool with 10 recommended practices to achieve diagnostic excellence. It helps organizations understand their current state of diagnostic practices, identify areas to improve, and to track progress toward diagnostic excellence over time.

### COVID-19 Resources

#### COVID's Silver Lining: Research Breakthroughs for Chronic Disease, Cancer, And the Common Flu

The billions of dollars invested in COVID vaccines and COVID-19 research so far are expected to yield medical and scientific dividends for decades, helping battle influenza, cancer, cystic fibrosis, and many other diseases. Over the past two years, medical researchers have generated more than [230,000 medical journal articles](#), documenting studies of vaccines, antivirals, and other drugs, as well as basic research into the structure of the virus and how it evades the immune system. Read about it [here](#).

#### James Lawler, MD, MPH's Weekly Corona Virus Updates

Listen to Dr. Lawler's March 24<sup>th</sup> [twitter post](#) where he shares insights about global COVID trends and wastewater sequencing reports in the U.S. Dr. Lawler is the co-executive director of UNMC's Global Center for Health Security and is an internationally known expert on SARS-COVID-2. In this post he discusses the BA2 variant and predicts what the U.S. may see with in COVID infection rates with this coming weeks.

For more information about NCPS and the pitfalls we offer, please contact Gail Brondum LPN, BS, Executive Director at: [gail.brondum@unmc.edu](mailto:gail.brondum@unmc.edu)

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