NCPS
Nebraska Coalition for Patient Safety

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

NCPS Update: October 2026

A Message from the Executive Director



Carla Snyder, MHA, MT(ASCP), SBB, CPHQ

Historically patient safety improvement efforts have been focused on inpatient hospital settings while the largest segment of healthcare provision now occurs in the outpatient/ambulatory care setting. Over the past few years there has been a body of research dedicated to patient safety in ambulatory care. This research has shown that when patients are engaged in their healthcare, it can lead to measurable improvements in safety and quality. Patients involved in their care:

- are better able to manage complex chronic conditions.1,2,3

- seek appropriate assistance and therefore have reduced anxiety and stress.4

- have shorter lengths of stay in the hospital.5

I want to bring to your attention several of the tools and strategies available for healthcare providers in ambulatory settings to use as they work to increase patient and family engagement.

 “Zone Tools” available through TMF Quality Institute. There are more than 40 diagnosis specific cards (e.g., blood thinner, diabetes, high blood pressure, renal failure, pneumonia, etc.) that can be given to a patient during an office visit to help them understand when their symptoms are under control or indicate a problem. The tools direct the patient to the action they need to take based upon which “zone” their symptoms classify them. Several of the cards are available in Spanish as well as English.

 AHRQ’s Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families presents several evidence-based strategies. These include:

- Be Prepared to Be Engaged – facilitates visit agenda setting for patients and clinicians; improves visit efficiency and safety and promotes effective communication

- Create a Safe Medication List Together – steps in creating a complete and accurate medicine list, which is the first line of defense against medication errors and leads to improved patient outcomes, adherence, and safety

- Teach-Back – improves communication and health literacy; ensures the effective transfer of information shared with patients

- Warm Handoff Plus – promotes collaborative communication, engaging the patient as part of the team; supports handoffs within the practice to reduce dropped communication during care transitions

 Joint Commission's Speak Up Campaigns to help patients and their advocates become active in their care. Fifteen modules, including patient safety topics, are available. (e.g., About Your Care, Avoid a Return Trip to the Hospital, For Safe Surgery, Preventing Medical Error, To Prevent Falls, etc.)

 Institute of Healthcare Improvement's Ask Me 3: Good Questions for Your Good Health. This educational program encourages patients and families to ask 3 specific questions of their providers to better understand their health conditions and what they need to do to stay healthy.

1). What is my main problem?
2). What do I need to do?
3). Why is it important for me to do this?

References

1. Coleman K, Austin B, Brach C, Wagner E. Evidence on the Chronic Care Model in the new millennium. Health Affairs. 2009;28:75-85.
2. Huang E. The cost effectiveness of improving diabetes care in US federally qualified community health centers. Health Services Research. 2007;42(6):2174-2193.
3. Epstein R, Fiscella K, Lesser C, Stange K. Why the nation needs a policy push on patient-centered care. Health Affairs. 2010 Aug;29(8):1489-1495.
4. Anderson RM, Funnell MM, Butler PM, Arnold MS, Fitzgerald JT, Feste CC. Patient empowerment: Results of a randomized controlled trial. Diabetes Care. 1995;18:943-949.
5. Charmel P, Frampton S. Building the business case for patient-centered care. Healthcare Financial Management. March I-V 2008.

NCPS Shared Learning Resources

This month's Shared Learning Resource is a de-identified Executive Summary of a root cause analysis which was performed in a busy ambulatory clinic setting after a critical lab result was not acted upon in a timely manner. This RCA2 was conducted after NCPS had provided training to the clinic; some of the tools they used in their event review were tools taught by NCPS and other tools they used were from other sources.The NCPS Reporting Committee reviewed this event at the most recent committee meeting and appreciated the thoroughness of the review and seeing the Executive Summary document in a format they had not previously encountered - SBAR. This format is one you may find useful in your setting. The member reported event may be found within the members portal on our website. From the main website page, you will need to select

Educational Resources>De-identified Events and then sign in with your member log-in to access it. (Review of Executive Summary of RCA2 - Critical Lab Result Not Acted Upon in a Timely Manner).

Learning Opportunities

NCPS to Present Pre-Conference Workshop "Leveraging Change Styles to Better Manage Organizational Change" at NHA Quality Conference in Kearney

November 11th 1 - 4pm

Have you ever wondered why some people seem reluctant to change while others are ready to challenge the status quo and take on risks in unexplored territory? Why do others seem able to balance all perspectives and see both sides of an issue, yet others can't? Understanding the differences in how people approach change is key to effective leadership and collaboration in navigating change. This training will help you learn how to understand your own change preferences and those of others, so you and your organization effectively manage change, whether it is planned or reactive.

The learning objectives for this training include:

1. Define the three change styles found along the change style continuum and how each reflects a preference for a certain approach to change.
2. Discover the attributes, strengths, and challenges of the various change styles.
3. Discuss leadership traits, preferred work environments, and potential pitfalls of different approaches to change.
4. Recognize how to leverage change preferences to effectively manage organizational change and support individuals and teams through transitions

You may find it of value to understand your own change style preferences prior to attending this workshop. The Change Style Indicator Assessment is available through MHS, a global leader in scientifically validated assessments which helps individuals and organizations identify, develop, and support human potential across diverse fields. The link to their website is **https://storefront.mhs.com/collections/csi-2**. There is a cost of $35 for the assessment. Please access this document which provides detailed instructions on how to proceed with taking the assessment once you have purchased the module containing the assessement.

The assessment is not required to attend this workshop, and both NCPS members and non-members are welcome to attend. This workshop is sponsored by NAHQRS (the Nebraska Association for Healthcare Quality, Risk, and Safety). NAHQRS is an organization you might consider joining if you are not already a member. NAHQRS offers great networking opportunities for quality, patient safety, and risk management healthcare professionals, and education on topics in those areas. Check out their **website** and plan to attend their morning session on the 11th. See the **NHA website** to register for this workshop and/or the entire 2-day conference.

EMBRACE Material Care Symposium (SAVE THE DATE)

April 1 -2, 2027

Younes Conference Center, Kearney, NE

This two-day symposium is being presented by Excellence in Maternal Birth Outcomes Through Rigorous Assessment and Community Engagement (EMBRACE). It is ended for the whole

maternal care team: Physicians, APPs, Midwives, Nurses, Sonographers & Ultrasound Techs, EMS. It will include hands-on simulation, neonatal resuscitation on-site training, and education on the latest in maternal care and rural health. Registration details are coming soon! Questions may be directed to bpatterson@nebraskamed.com.

For more information about NCPS and the services we offer, please contact Carla Snyder MT(ASCP)SBB, MHA, CPHQ, NCPS Executive Director at: carlasnyder@unmc.edu

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