

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

NCPS Update: August 2024

A Message from the Patient Safety

Program Director

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

July 17-18th found Emily and me in Kearney providing a TeamSTEPPS Master Trainer Workshop to thirty-five people from twelve different NCPS member organizations. Russell Buzalko, PhD, an educator, and longtime NCPS collaborator, completed our trio of workshop presenters. Attendees included persons very familiar with TeamSTEPPS® (having worked in organizations that implemented TeamSTEPPS® fifteen years ago) to those totally unfamiliar with the tools and strategies that comprise TeamSTEPPS®. Participants were highly engaged in the content heavy days and voiced their appreciation for the time given to network and to develop action plans for TeamSTEPPS® implementation in their organizations.



For those of you unfamiliar with TeamSTEPPS®, it is an evidence-based curriculum that teaches teamwork, and communication skills. Joint Commission data identifies communication failures as a common cause of sentinel events. The Agency for Healthcare Research and Quality's funded research identifies communication and inadequate information transfer as the top two causes of medical errors. Patients are safer in healthcare settings where high performing teams with good communication skills are providing patient care.

NCPS utilized funds allocated through the Patient Safety Cash Fund to offer this training at no cost to NCPS members. Attendees noted how removing the barrier of cost allowed them to attend and, in several cases, have more than a single person from their organization come to the two-day training. Care for patients in our region is safer because of this financial support which allows training, such as TeamSTEPPS®, for NCPS member healthcare organizations.

NCPS Shared Learning Resources

This month's Shared Learning Resource is a Patient Safety Brief "Simulation to Improve Patient Safety". The Agency for Healthcare Research and Quality (AHRQ) published a brief in July 2024 which prompted our review of the topic of simulation. The resource may be found on our website within the members only section, in the [Educational Resources](#) tab.

NCPS Legal Update

CMS recently finalized its patient safety structural measure (PSSM) and issued implementation guidance. The final measure requires hospitals that wish to meet Domain 4 of the measure to voluntarily work with a PSO to carry out Patient Safety Activities. This means that a hospital can participate in PSO programs other than reporting to receive credit. PSOs are also considered in “large-scale learning networks” under Domain 3. CMS expects participants to share events and discuss best practices at a state or national level. Such activities can be conducted under the protections of a PSO. A table, developed by the Alliance for Quality Improvement and Patient Safety, is on our website within the members only section, in the [Legal Updates](#).

Learning Opportunities for NCPS Members

Free IHI Webinars: The Impact of Artificial Intelligence (AI) on the Field of Patient Safety

August 19th **11:30am - 1pm CST**

September 11th **3:00pm - 4:00pm CST**

As the pace of interest in and development of generative artificial intelligence (genAI) accelerates, there is a mix of hope and skepticism from health care providers and from patients. The IHI Lucian Leape Institute, with generous support from the Gordon and Betty Moore foundation, invite you to join two free webinars on the impact of genAI on patient safety. Learn from world renowned safety experts. You may register [here](#) [t.e2ma.net].

NCPS Virtual Members Meeting

September 17th **9:00am - noon**

NCPS will be hosting a virtual member meeting to provide members with emerging patient safety topics and an outlook on Nebraska’s data. Topics include:

- Data Driven Decision Making
- Designing Patient Safety Evaluation Systems Programs (including Patient Disclosure)
- Event Reporting Best Practices and Top Patient Safety Concerns in Nebraska
- Daily Visual Management Board’s effectiveness for process improvement initiatives.

The full agenda with session descriptions, objectives, speaker information, and registration will be available on the website within the next few weeks.

You may learn more about the meeting by emailing Emily Barr, embarr@unmc.edu, or Carla Snyder, carlasnyder@unmc.edu, with any questions. *(CEUs for this training are pending).*

NPQIC Fall Summit "Transforming Perinatal Care of All Nebraskans"

September 27, 2024 **8:00am - 4:30pm**

The goal of this summit is to cultivate deeper understanding of the complex landscape influencing disparities in maternal and infant health outcomes. Sessions will equip healthcare teams with the most up-to-date practices around nutrition in pregnancy, syphilis in the perinatal

period, substance use in pregnancy, engaging patient partners in quality improvement (QI), and understanding data for QI. Visit npqic.org for more details.

NPQIC Perinatal Simulation Training

Aug 21, 2024 5:30 - 9:30pm CST Avera St. Anthony's O'Neill, NE

Aug 28, 2024 4:30 - 8:30pm CST Cherry County Hospital, Valentine, NE

This free training is for Providers, Nurses, and Respiratory Therapists. Each session will feature:

- A review of maternal and neonatal topics
- OB emergencies
- Neonatal resuscitation
- Maternal and neonatal simulation and skills experience.

To register for the August 21st session click [here](#) (registration ends 8/14); to register for the August 28th session click [here](#) (registration ends 8/21). Supper will be provided at both sessions. For more information contact Sydnie Carraher, scarraher@unmc.edu.

Patient Safety Resources

IHI's Quality Improvement Project Change Concepts Worksheet

This worksheet helps quality improvement teams explore dozens of approaches to change that are useful in developing specific ideas to manage variation, eliminate waste, and reduce the chances of making an error. The worksheet may be found [here](#).

AHA Team Training Enhancing Collaboration: Leveraging TeamSTEPPS® for Nonclinical Success

This webinar, which was presented July 10, 2024, introduces TeamSTEPPS® concepts and tools to enhance teamwork, communication and leadership from a nonclinical perspective. You will learn how to make meetings more meaningful and empower all team members to voice their concerns confidently. You will walk away with facilitation strategies to teach TeamSTEPPS® tools nonclinically, along with innovative ways to integrate TeamSTEPPS® beyond direct patient care. The slide deck from it may be found [here](#).

To Improve Health Care, Focus on Fixing Systems - Not People

IHI's president and chief executive officer, Kedar S. Mate, MD, co-authored this Harvard Business Review article in which he discusses the need for underlying systems in healthcare to be operationally integrated and technology-enabled (named *care operating systems*) in order to generate better outcomes, increase safety, and improve efficiency. He argues that failures to improve health care should not be blamed on leadership and culture. The article may be found [here](#).

Identifying and Measuring Administrative Harms Experienced by Hospitalists and Administrative Leaders

Administrative harm (AH) is defined as the adverse consequences of administrative decisions within health care that impact work structure, processes, and programs. This subject, though pervasive in healthcare, is poorly understood and described. These researchers explored the

common AHs experienced by hospitalist clinicians and administrative leaders, sought to understand the challenges that exist in identifying and measuring AH, and to identify potential approaches to mitigate AH. The paper may be found [here](#).

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

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