

## NCPS Update: February 2023

### A Message from the Executive Director

Emily Barr, OTD, MBA, OTR/L, BCG

This month the NCPS team continues to work towards our strategic goals of enhancing processes related to patient safety event reporting, member engagement, and education opportunities. Our graduate assistant, Snehal Jadhav, and her faculty mentor, Dr. Patrick Maloney, have focused on modernizing the NCPS event reporting form, building a new database to increase efficiency of analyzing safety data, and creating visualizations that will be shared with our members and key stakeholders. These new reporting features, along with the existing use of the electronic reporting platform through Press Ganey, will provide NCPS with valuable insights to better serve our members through new programming and quality improvement initiatives. We look forward to sharing more with you in the months to come and through our upcoming annual report.



In January, our Patient Safety Program Director, Carla Snyder, and I were fortunate to participate in a 3-day education series to become certified in the "Just Culture" curriculum. We were joined with learners from across the country that are passionate about a values-supportive model of shared accountability in their organizations' continuous improvement efforts. We are thankful for the experience to gain expertise with this content and look forward to future opportunities to share our knowledge with our members. Please contact me at [embarr@unmc.edu](mailto:embarr@unmc.edu) or visit our website to view available training opportunities provided by NCPS for Just Culture, TeamSTEPS®, and Root Cause Analysis workshops.

Lastly, in preparation for Patient Safety Awareness Week, from March 12<sup>th</sup>-18<sup>th</sup>, we have added several resources and ideas that organizations can use to acknowledge and celebrate your teams' efforts to improve safe care within this month's newsletter. This is a great opportunity to grow awareness, inspire action, and recognize the current work organizations do to improve safety across their practice settings.

### NCPS Shared Learning Resources

This month's shared learning resource is a Patient Safety Brief covering the topic of Non-Operating Room Anesthesia or NORA. NORA has increased significantly in the past decade and is projected to continue its exponential growth. This literature review also includes a checklist to aid your review of the processes and policies your organization has in place to mitigate the patient safety risks associated with NORA. The NORA Patient Safety Brief may be found on the [NCPS website](#) in the Members pages within the Education Resources.

### What You Need to Know

#### Patient Safety Awareness Week 2023 March 12 - 18

This annual observance of patient safety is a significant opportunity to highlight the great work you have done this past year and to remind colleagues of the important role each of us play in providing safe patient care. It is a chance to showcase leadership commitment to patient safety; to reinforce safety culture, standards, and practices; to celebrate the wins you've had this past year; to connect the work you and your colleagues do to the patients you serve; and to recognize everyone's role in creating a culture of patient safety.

On their website, the Institute for Healthcare Improvement outlined several ways organizations can engage their employees during patient safety week:

- Hold a patient safety poster contest
- Create a patient safety 'room of horrors' for staff to identify safety risks
- Host an ice cream social where staff members can discuss patient safety risks
- Send out daily emails with safety tips
- Host interactive patient safety events, like a hand-washing demonstration
- Offer staff members quizzes or trivia games on patient safety

The Center for Patient Safety has created a Patient Safety Awareness Toolkit that has posters and brochures which can be downloaded for your use. You can find it [here](#).

#### Don't Clock Out - A Resiliency Project (You Are Your Most Important Patient)

In response to the tragic 2022 suicide of their colleague and friend, Michael, a group of nurses founded a nonprofit organization to spread awareness, provide resources and support for the mental health of nurses and healthcare workers. Their stated goal, "We refuse to lose another friend or nursing colleague to preventable mental health crises. Our work isn't done until every nurse is provided with quality, accessible mental health care". Please check out their website at [www.dontclockout.org](http://www.dontclockout.org) to learn more about this important resource.

#### Reminder: NCPS Members' Directory Listing Able to Include Link to Your Organization's Website

We first announced this capability in our December newsletter and I wanted to remind you that the NCPS website has the capability to link from your organization's name in our member directory listing to your organization's website. If you would like this connection for your organization, please email [ncpssupport@unmc.edu](mailto:ncpssupport@unmc.edu) with your organization's name and webpage address. We will insert that link so that anyone looking at the NCPS Membership Listing can easily move to your organization's website by clicking on your organization's name.

### Learning Opportunities for NCPS Members

#### AMA's Steps Forward Podcast: Three Simple STEPS for Diagnosing Your Own Mental Patterns

In this episode of the AMA STEPS Forward® podcast, Gail Gazelle, MD, MCC, a leader at the forefront of the movement fighting physician burnout, discusses three mindfulness and well-being steps physicians can take to thrive. Listen to the episode on the go on [Apple Podcasts](#), [Spotify](#), or [anywhere](#) podcasts are available.

#### PSQH Hosted Webinar: Addressing Workplace Conflict - A Fireside Chat

In this fireside chat, AIGene Caraulia, vice president of Integration and Sustainability for Crisis Prevention Institute, discusses how healthcare organizations can identify, prevent, and de-escalate crises in the workplace. He will focus on how to develop skills to recognize and respond to everyday crisis situations with strategies including nonviolent crisis intervention and verbal intervention. Register for the event [here](#).

### Patient Safety Resources

#### Support for healthcare workers and patients after medical error through mutual healing: another step toward patient safety

Medical errors occur and can be devastating not only to the patient and their family but to the healthcare workers involved in the error. This study's results suggest that if there was an opportunity for an open and purposeful conversation early or before increased emotional suffering, there might be an opportunity to bridge the barriers, and help patients and HCWs heal together. This, in turn, contributes to improved health quality and patient safety. The paper may be found [here](#).

#### Production pressure and its relationship to safety: a systematic review and future directions

Production pressure is often cited as a contributing factor in the patient harm event reports we receive. This comprehensive paper looks across industries to discover potential strategies that could be used to mitigate the negative impacts of production pressures. The authors analyze the research challenges, identify the existing gaps, and propose potential future research directions. The paper may be found [here](#).

### COVID-19 Resources

#### What Has Surprised Experts the Most Three Years Into the Pandemic

Experts reflect on the surprises COVID-19 brought - from both the virus itself and our response to it - and the lessons we have learned for the future. You can find the article [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](mailto:carlasnyder@unmc.edu)

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