

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

NCPS Update: February 2024

A Message from the Patient Safety

Program Director

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

Patient safety is a core value for every healthcare provider/health organization; a part of the systems where we work and the actions each of us take as we care for patients. Patient Safety Awareness

Week, this year March 10 - 16, provides the opportunity to encourage everyone to learn more about healthcare safety and to celebrate the progress made and accomplishments achieved in our work to improve patient safety. The theme of this year's week is *We Are Safer Together*. Several organizations involved in patient safety work have made tools available to help in the planning and execution of Patient Safety Week celebrations. The Center for Patient Safety's toolkit which offers marketing materials to announce Patient Safety Week and suggestions for engaging all colleagues can be found [here](#). The American Society for Health Care Risk Management's resources for the celebration are [here](#) and the Institute for Healthcare Improvement's ideas for recognition of the week may be found [here](#).

The American Hospital Association is launching a national initiative to reaffirm hospital and health system leadership and commitment to patient safety. The three foundational issues they will focus on in 2024 include:

- fostering a culture of safety from the board room to the bedside
- identifying and addressing inequities in safety
- enhancing workforce safety

More information on this initiative, including registering as a member of the collaborative, available resources, and FAQ about the program may be found [here](#).



NCPS Shared Learning Resources

This month's Learning Resource is a de-identified event reported to NCPS which we have used to illustrate the value of utilizing the Severity Code Assessment (SAC) Matrix as compared to the MERP Severity Score when determining if a Root Cause Analysis of an event is needed. The **SAC matrix** considers the **probability** of harm in an event that has occurred where the **NCC MERP severity score** only considers the **level of patient harm in the single event** that occurred. [SAC Matrix vs MERP Severity Index as the Trigger for an](#)

Mark Your Calendars!

The NCPS Patient Safety Conference is quickly approaching and we are eager to welcome our members, clinicians, healthcare leaders, and students on April 26th to the Scott Conference Center in Omaha for a day of patient safety learning. Full conference information and registration will be available starting Monday, February 19th on the NCPS website. There are a few more available opportunities for event sponsorship and exhibitor tables at the event. Please reach out to Emily Barr at embarr@unmc.edu for more information about the conference or hosting an exhibitor table. We look forward to seeing you there!

Learning Opportunities for NCPS Members

ARCHI PSO National Safe Table- Beyond De-escalation: Workplace Violence in Psychiatric Settings

February 28th 12:00 pm - 1:30 pm CST

According to a 2017 data analysis, between 24% and 80% of healthcare workers (HCWs) are assaulted by a patient at some point in their career. While violence against HCWs is a severe issue, the risk becomes far greater when working in behavioral health settings. A 2019 study revealed that HCWs in psychiatric units are 20 times more likely to experience physical violence than those working in public health units. With an average of 0.55 assaults per bed, per month in acute psychiatric workplaces, psychiatric nurses experience far higher rates of assault than med-surg nurses. Although psychiatric healthcare workers are specially trained in de-escalation and other techniques to prevent aggressive behavior, psychiatric hospitals have developed a number of strategies to prevent workplace violence.

NCPS members are invited to join the ARCHI PSO team in welcoming speaker Jim Mayo, MD from the North Carolina Department of State Operated Healthcare Facilities as he discusses effective ways to reduce and prevent patient assaults in behavioral health settings. He will address environmental and process designs, response to assaults, the importance of patient education, the significance of formal recordkeeping, and program evaluation.

Register [here](#).

Patient Safety Resources

Leadership behaviors, attitudes and characteristics to support a culture of safety

A patient safety culture has long been recognized as best practice to reduce medical error, yet many organizations have struggled to attain the safety culture. This study sought to learn how strengthening leadership skills within a health care organization could catalyze patient safety culture. Leaders of the patient safety department of a large academic medical center were interviewed and asked the following three questions: Q1 How does a leader ensure consistency in policies, practices, and protocols to create a patient safety culture? Q2 What attitudes, beliefs, and collective efficacy are needed to produce patient safety culture? Q3 What leadership

characteristics are needed to create patient safety culture? This informative report published in the American Society for Health Risk Management of the American Hospital Association may be found [here](#).

Building Patient Trust in Hospitals: A Combination of Hospital-Related Factors and Health Care Clinician Behaviors

Patients trust in their regular clinician is relatively high in the United States, but trust in the health care system and in key institutions, such as hospitals, is considerably lower. The purpose of this study was to identify the factors that build patients trust in hospitals. [Read the study](#) published in The Joint Commission Journal on Quality and Patient Safety and discover its important conclusions.

Changing safety culture

This paper published in the Journal of Perinatology describes the work done in a neonatal intensive care unit to change its safety culture. The work involved utilizing a systematic process of measurement, identifying strengths and weaknesses, deploying targeted interventions, and learning from the results. The interventions utilized in this setting are adaptable to other healthcare settings. The research paper may be found [here \[t.e2ma.net\]](#).

National Association for Healthcare Quality; Healthcare Quality and Safety Workforce: New Imperatives for Quality and Safety Mean New Imperatives for Workforce Development

NAHQ has conducted groundbreaking research on the advancement of the quality and safety agenda and has published the results in a 2022 workforce report. In the report they answer the question, "Is today's healthcare workforce doing the work that will advance critical priorities of quality, safety, equity, value, and system sustainability?" The report which shares the data they have collected, as well as insights and conclusions, 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

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

986055 NE Medical Center
Omaha, NE | 68198 US

This email was sent to .

To continue receiving our emails, add us to your address book.

[Subscribe](#) to our email list.