

The Quality Center Patient Safety Organization



Contributing to Safer Care Environments



2016-2017 PSO Program Summary

The Quality Center Patient Safety Organization assists healthcare organizations in their journey to become highly reliable organizations providing safe and value-driven care. Our mission is simple — Minimize harm to patients by fostering a culture of quality and safety through learning and sharing among healthcare organizations. Established in 2008 by the North Carolina Hospital Association (NCHA) and NC Quality Center, the Quality Center PSO was the first federally-designated PSO in North Carolina and the 25th in the nation. Our PSO provides a secure environment for healthcare providers in NC and other states to voluntarily report, discuss and learn from patient safety events. This report highlights the Quality Center's PSO activities from the last two years to further advance improvement in care quality and patient safety.

The Quality Center PSO assists healthcare providers in making health care safer for their patients, families and caregivers.

The Quality Center PSO By The Numbers:

113

Healthcare facilities participate in the Quality Center PSO including hospitals, home health, long-term care, treatment centers, clinics and physician practices in NC and Virginia.

127,000*

Events reported electronically in the Quality Center PSO database.*



\$13,000**

Average loss of a medical error to a healthcare organization's bottom line.



*Number of events reported as of September 2017.

**The Economic Measurement of Medical Errors by the Society of Actuaries' Health Section <http://www.soa.org/files/research/projects/research-econ-measurement.pdf>

Shared Learning Opportunities

The Quality Center PSO provides a protected collaborative environment for healthcare organizations to continuously share and learn from each other on how to avoid and reduce adverse events, near misses, and unsafe conditions

Seven collaborative safe table meetings were held from January 2016-August 2017, providing forums for Quality Center PSO members to network and exchange patient safety experiences and best practices in an open, uninhibited and legally protected environment. Participants discussed topics such as:

- Retained Surgical Items
- Falls Prevention
- Patient Violence & Aggression
- MRI Safety
- Handoff Communication
- Managing Patient Violence & Aggression: Security Risks
- Failure to Rescue

From January 2016-August 2017, the Quality Center PSO hosted 32 webinars. Topics included:

- Impact of Recent PSO Regulations and Legal Developments
- PSO Confidentiality Training
- Introduction to the NC ED Pain Management Guidelines
- Electronic Uploading into the NCQC PSO Safety Platform
- Behavioral Health Patients in Medical Facilities: Is Safe Care “Humanly” Possible?
- Pressure Ulcers Research & the Nurse’s Domain
- Alternatives to Opioid for Pain Management
- Narcotic Drug Diversion
- Practical Application of Patient Safety Standards to Adverse Event Scenarios
- Stronger Action Plans: The next chapter in risk management and patient safety
- Benefits of the AHRQ CANDOR toolkit
- Med Simulations using Artificial Intelligence and Virtual Reality

The Quality Center PSO also sends a monthly newsletter to members featuring safety articles and upcoming educational events, webinars, workshops and conferences.

Care for the Caregiver

When patients suffer an unexpected clinical event, it is common for caregivers involved to experience acute distress. Understanding this experience and



supporting the emotional needs of care team along with the patient and family is critically important. To help PSO members support their caregivers, the Quality Center PSO held, “The Second Victim Experience: Train-the-Trainer Workshop,” in September 2016 and August 2017. The workshop was led by Sue Scott, PhD, RN, Manager of Patient Safety and Risk Management at University of Missouri Health Care and well-known expert on the topic. UNC Health Care and the Quality Center PSO also presented on their collaborative efforts to support and protect conversations by developing a Convening Policy.

Infrastructure Development

One of the goals of the Quality Center PSO is to reach out to its members and provide assistance in the development of their internal Patient Safety Evaluation System for collection, management, or analysis of information for reporting to the PSO. This includes workforce identification and Patient Safety Act education to ensure our members create a solid infrastructure for their operations. This effort gets our members off to a good start in understanding their responsibility to be “actively engaged” in the Quality Center PSO and the benefits of sharing events and learning among our members.

The Quality Center PSO worked with one large health system to develop a charter and guide for the creation of a corporate Patient Safety Council (PSC) for all its affiliates. This PSC aims to:

- Increase collective capacity and resources to make patient care safer for patients and caregivers through an internal system of sharing patient safety work product (PSWP), trends and patterns among entities that is possible under the protection of the Patient Safety Act.
- Share richer understanding of patient harm mitigation and prevention strategies gained during the PSC discussions with the Quality Center PSO for broader state and national learning.
- Maintain commitment to the collection, analysis, reporting and sharing of PSWP to facilitate innovative solutions in the delivery of care to patients.

Data Reporting & Analytics

The Quality Center PSO partners with healthcare providers to improve healthcare quality through voluntary data collection and analysis. Our Safety Platform is a secure and hassle-free automated process for reporting patient safety events. We review of a broad range of patient safety and quality data including events, close calls, unsafe practices, culture, root cause analyses (RCAs) contributing factors and other sources to identify issues, trends, patterns and opportunities for improvement.

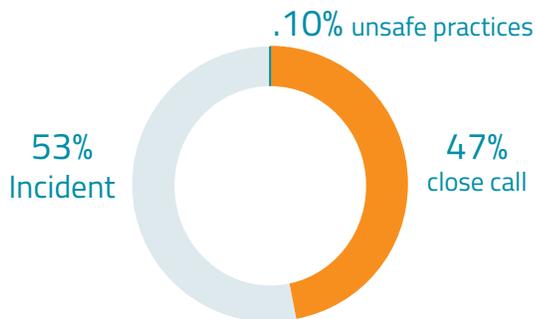


The exchange of data submitted has federal legal privilege and confidentiality protections in addition to existing state-level peer review protections. The Quality Center PSO provides comparison with state and peer data and offers learning across facilities from de-identified RCAs and systems analyses.

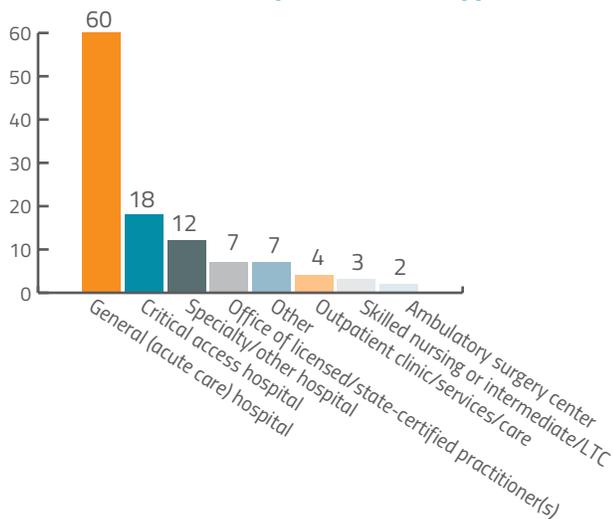
In 2016, the Quality Center PSO facilitated electronic data mapping to further enrich its Patient Safety Platform and aid in identifying safety issues and topics for member feedback and learning. Electronic reporting makes it easy for members to upload their safety events. As a result of our data mapping efforts in the last 2 years, the Quality Center PSO now has over 127,000 patient safety events in their database. Efforts are underway to get more members to use electronic uploading.

What's in our event database?

Events Submitted By Type



PSO Member by Provider Type



Events by Category

Other	80,941
Medication or other substance	15,625
Fall	8,490
Surgery or Anesthesia	3,981
Pressure Ulcer	3,555
Blank	3,440
Blood or blood product	1,467
Device or Medical Surgical Supply/HIT	1,612
Healthcare-Associated Infection	1,135
Perinatal	864
Venous Thromboembolism	80

Note: Because of the large "Other" category, additional categories were created including: consent, diagnosis, disruptive behavior, infection related, IV and Line, patient behavior, patient security, testing and treatment/procedure. This will allow further breakdown of events and easier identification of safety event issues.

NC ED Pain Management Guidelines Development

In 2015, there were 738 prescription opioid overdose deaths in NC and opioid over-prescribing increases the possibility for dependence, abuse, overdose, and diversion. At current rates, unintentional poisonings will surpass motor vehicle crashes as the leading cause of injury death in NC by the end of 2017. Working in partnership the NC Prescription Drug Abuse Advisory Committee and with hospital pharmacists and physicians, the Quality Center PSO facilitated the development of ED Pain Management Guidelines to address the opioid crises. The guidelines, approved by the NC College of Emergency Physicians, will standardize how acute pain is managed in NC EDs and mitigate the opioid crises by reducing opioid overdoses and reducing the potential for addiction.



Join Us in 2018 and Beyond . . .

The Quality Center Patient Safety Organization hopes to continue working with your organization in 2018 and increase the level of your involvement with us. We stand ready to continue providing:

- Expert help understanding patient safety issues and preventing their reoccurrence.
- An opportunity to improve patient safety by analyzing and sharing aggregated patient safety data and gathering with peers to share best practices, concerns and experiences.
- A protected legal environment to report patient safety data.

To discuss renewing your NCQC PSO contract, please contact Dean Higgins, the NC Quality Center's Director of Operations, at dhiggins@ncha.org or 919-677-4212.

PSO Members Share Reasons to Belong to the Quality Center PSO:

- To stay abreast of new trends and best practices related to patient safety and to network with other organizations that value patient safety as well.
- The Quality Center PSO is "local."
- Being a member of this PSO transformed our organization into a learning environment that values improvement and learning from events.
- The Quality Center PSO has gone above and beyond to help them with RCA and curriculum confidentiality training to build support with leadership.

The Quality Center PSO Team includes:

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Visit us online at <https://www.ncqualitycenter.org/patient-safety-organization>.