

## Patient Safety & Risk Management

**Speakers:** Gail Brondum, Carla Snyder, Laura Peet-Erkes, Dana Steiner

**Objectives:**

Patient Safety

- Describe the impact of “To Err is Human” on the modern patient safety movement, including federal and state regulations and the PSO program
- Describe the role of organizational culture and safety culture in quality and patient safety improvement
- Describe the role of leadership in building a culture of safety
- Define safety culture in terms of levels, categories, and key components
- Explain how and why to conduct a safety culture assessment
- Identify four types of interventions that support safety culture
- Discuss how knowledge of human factors leads us to use systems thinking and high reliability principles
- Describe the hierarchy of the strength of interventions
- Discuss pre-work assignment and provide contextual support for patient safety for residency participants
- Identify strategies and resources to improve patient safety and quality in healthcare organizations

Risk Management

- Discuss event reporting processes and structures
- Discuss reporting culture
- Define patient safety work product and structures that provide protection
- Define complaints verses grievances and understand the regulatory requirements for the grievance process
- Define claim types and discuss strategies to handle claims
- Discuss how to conduct annual risk assessment and identify risk assessment tools
- Discuss record retention recommendations

**Pre-work:**

- Review your hospital’s mission, vision and strategic plan. Bring them with you. Where does patient safety fit in?
- What patient safety metrics do you track and what is reported to the board?
- Find out if your organization has conducted a Hospital Survey on Patient Safety Culture. Bring the results with you.
- Bring a blank event reporting form.
- Visit the following websites: [Patient Safety Organizations Program | Agency for Healthcare Research and Quality \(ahrq.gov\)](#) and [Nebraska Coalition for Patient Safety : Home \(nepatientsafety.org\)](#)

**Agenda:**

8:30 a.m. - 9:00 a.m.	<b>Hospital Tour - Optional</b>
9:00 a.m. - 9:15 a.m.	<b>Program Overview</b>
9:15 a.m. - 10:00 a.m.	<b>Describe the Patient Safety Movement</b> <ul style="list-style-type: none"><li>• Federal and state regulations</li><li>• PSO Program</li></ul> <b>Discuss and Define Organization and Safety Culture</b> <ul style="list-style-type: none"><li>• Leadership’s role</li><li>• Key components of safety culture</li></ul>
10:00 a.m. - 10:30 a.m.	<b>How and Why to Conduct a Safety Culture Assessment</b> <ul style="list-style-type: none"><li>• Four types of interventions that support safety culture</li></ul>
10:30 a.m. - 10:45 a.m.	<b>Break</b>
10:45 a.m. - 11:30 a.m.	<b>Human Factors</b> <b>Systems-Thinking</b> <b>High-Reliability</b> <b>Hierarchy of the Strengths of Interventions</b>

11:30 a.m. - 12:00 p.m.

**Review Pre-work Assignments**

- Identify strategies and resources to improve patient safety and quality in healthcare organizations

12:00 p.m. - 12:30 p.m.

**Lunch**

12:30 p.m. - 2:00 p.m.

**Confidentiality**

**Reporting Culture & Event Reporting**

2:00 p.m. - 2:15 p.m.

**Break**

2:15 p.m. - 3:00 p.m.

**Managing Complaints & Handling Claims**

- Annual risk assessment
- Maintenance of records

3:00 p.m. - 3:30 p.m.

**Barriers to Success – Navigating the Evolving Healthcare Landscape and While Keeping Quality a Priority**

3:30 p.m. - 3:45 p.m.

**Wrap-Up Feedback**