

## Module G - Patient Family Engagement & Emergency Management

September 7, 2023

Great Plains Health

North Platte, Nebraska

**Objectives:**

- State key principles of the principle of excellence: creating value for the customer
- Identify strategies for engaging patient and care partners into all levels of a system
- Identify implementation strategies for integration of the 4 M's Age-Friendly Health System
- Explain the HCAHPS survey and how the survey is administered
- Describe how the Patient Satisfaction survey is scored
- Differentiate HCAHPS mean score verses the top box score in organizational reporting
- Demonstrate how to use your HCAHPS scores for organizational improvement
- Describe core elements of emergency management plan
- Describe risks and assessment of water management

**Pre-work:**

- **Bring latest HCAHPS report**
- **Familiarize self with facility emergency and water management plans**

8:30-8:45	Welcome – Updates, Program Overview	NHA HQIC Team
8:45-10:15	Emergency Management	Maxcey Smith
10:15-10:30	Break	
10:30-12:15	Water Management	Maxcey Smith
12:15-12:45	Lunch	
12:45-1:15	Age-Friendly Program	Matt Lentz
1:15-2:15	Creating Value for the Customer <ul style="list-style-type: none"> <li>• Value Definition</li> <li>• Identifying Value Drivers</li> </ul> Voice of the Customer <ul style="list-style-type: none"> <li>• Patient &amp; Family Engagement (PFE) definition</li> <li>• Tools and Strategies to successfully engage patients and families</li> </ul> From Concept to reality	Anne Timmerman Amber Kavan
2:15-2:45	TMF Health Quality Institute QIN-QIO work Program overview and goals	Ardis Reed (Zoom)
2:45-3:00	Break	
3:00-3:45	HCAHPS & Patient Satisfaction <ul style="list-style-type: none"> <li>• The world of HCAHPS</li> <li>• Working with patient satisfaction reports</li> <li>• Feedback and service recovery</li> </ul> Care Compare Website	Anne Timmerman
3:45-4:30	High-Performing Quality Leaders: Partnership with Nursing	Chandra Anderson
4:30-4:45	Wrap-Up Feedback	NHA Rep
5:00-6:00	Networking Event	All

## Module H & I - Patient Safety & Risk Management

September 8, 2023

Great Plains Health

North Platte, Nebraska

### 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

### Objectives: 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 \(nepatientsafety.org\)](#)

8:30-9:00	Hospital Tour – Optional	Hospital Rep
9:00-9:15	Program Overview	NHA Quality Team
9:15-10:00	Describe the Patient Safety Movement <ul style="list-style-type: none"> <li>• Federal and state regulations</li> <li>• PSO program</li> </ul> Discuss and Define Organizational and Safety Culture <ul style="list-style-type: none"> <li>• Leadership’s role</li> <li>• Key components of safety culture</li> </ul>	Emily Barr
10:00-10:30	How and Why to Conduct a Safety Culture Assessment <ul style="list-style-type: none"> <li>• Four types of interventions that support safety culture</li> </ul>	Emily Barr Carla Snyder
10:30-10:45	Break	
10:45-11:30	Human factors Systems-Thinking High-Reliability Hierarchy of the Strength of Interventions	Emily Barr Carla Snyder
11:30-12:00	Review Pre-work Assignments <ul style="list-style-type: none"> <li>• Identify strategies and resources to improve patient safety and quality in healthcare organizations</li> </ul>	Emily Barr Carla Snyder
12:00-12:30	Lunch	
12:30-2:00	Confidentiality Reporting Culture & Event Reporting	Sarah Paulson
2:00 – 2:15	Break	
2:15 -3:00	Managing Complaints & Handling Claims Annual Risk Assessment Maintenance of Records	Sarah Paulson
3:00-3:15	Wrap-Up Feedback	HQIC Team