



NATIONAL ACTION ALLIANCE
for Patient and Workforce Safety

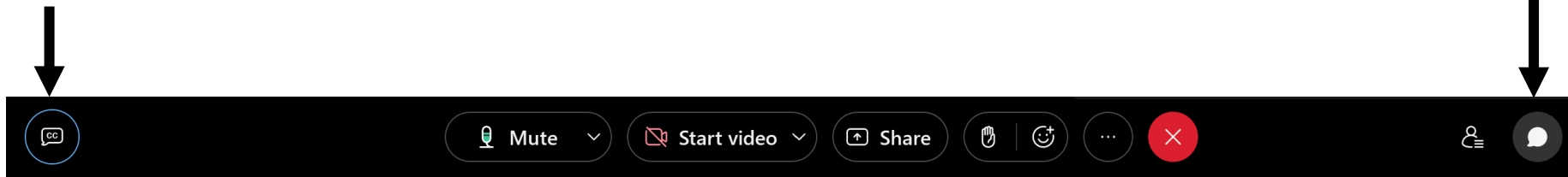
Empowering Patient Voice in Safety Strategies: Understanding and Operationalizing the National Action Alliance Aim #2

NATIONAL WEBINAR SERIES

June 18, 2024

Housekeeping Instructions

- This webinar will be recorded and available for viewing on the NAA website.
- Please use the 'Chat' function to engage with us throughout the webinar and to ask any questions.
- Closed Captioning (CC) is available.



Questions to Run On

- What strategies for engaging and partnering with patients and families can most effectively impact an organization's safety culture?
- What can healthcare organizations at different stages in their journey to partner with patients and families do to advance their efforts in the short term?

Share With Us!

What aspect of engaging patients and families would you most like to learn more about or how to do better?

***Please submit your response in the chat**

Welcome!



Dr. Stephen E. Muething
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Pam Wendel
Director, Family Relations, Cincinnati
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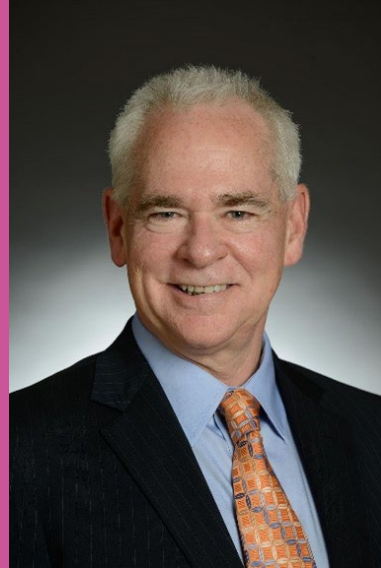
pamela.wendel@cchmc.org

Safety Leadership: The Importance of Partnering with Patients, Families, and Front-Line Staff

**Cincinnati Children's Hospital Medical Center
& Solutions for Patient Safety (SPS) Network**



Deanna T. Hawkins
VP, Patient Services



Stephen E. Muething
CQO at Cincinnati
Children's & Senior
Advisor for Solutions for
Patient Safety



Pam Wendel
Director, Family Relations

Please Share

1) Learning Together:
What are you doing in your organization regarding partnering with families/patients/staff that others could learn from?

2) Psychological Safety:
Please push back or disagree or just ask questions as Pam, Deanna, and I share.

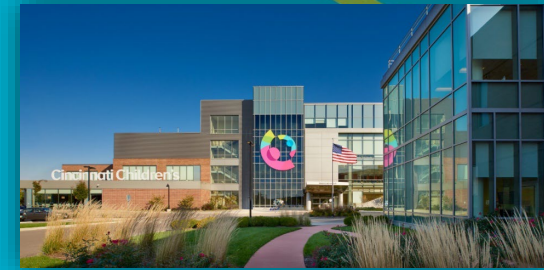


Cincinnati Children's Snapshot

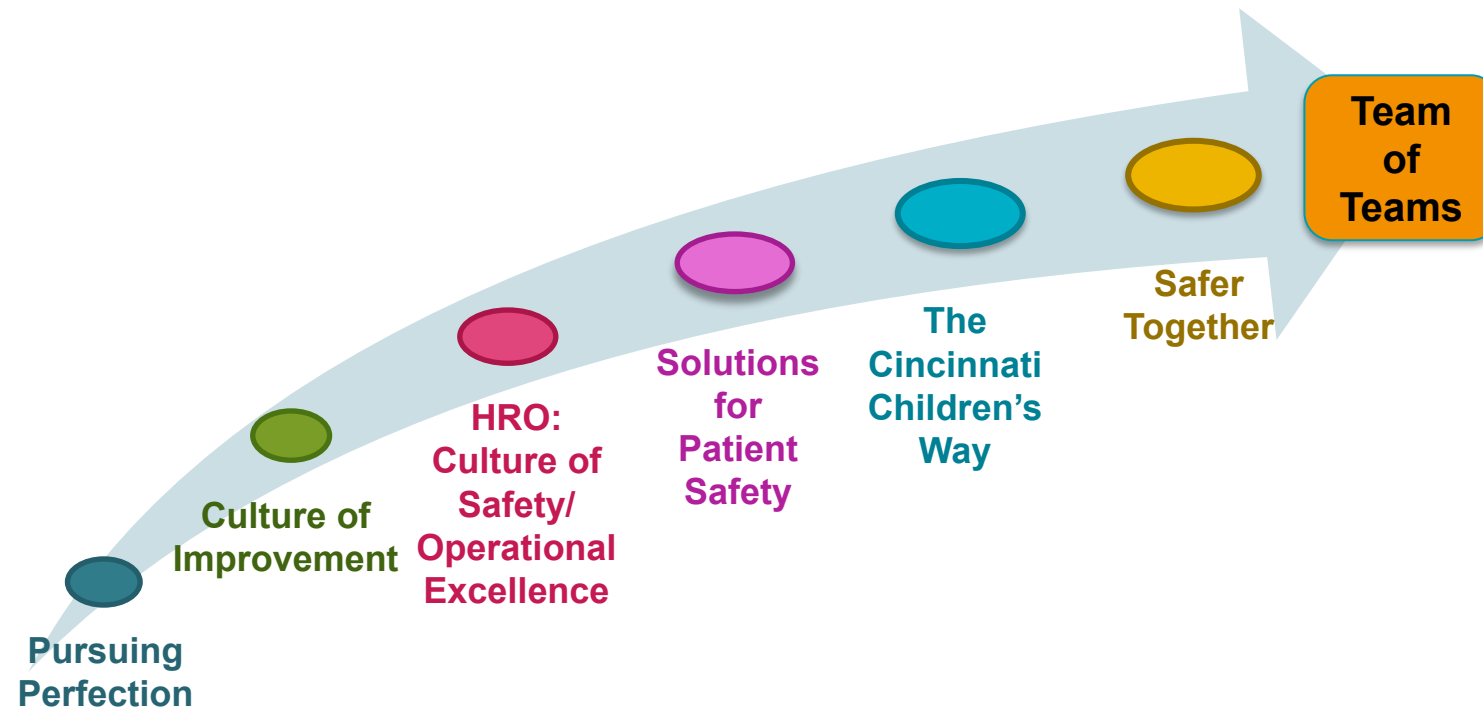
- Approx. 19,000 employees and 692 beds
- More than 50 sites of care, >120 mental health beds
- >1.2 million patient encounters
- Patients from 50 states and nearly 51 countries, employees from >90 countries
- >2400 students, >410 residents, >640 fellows
- >1200 new employees every year
- >100 continuous clinical trials

Vision:

To be the Leader in Improving Child Health



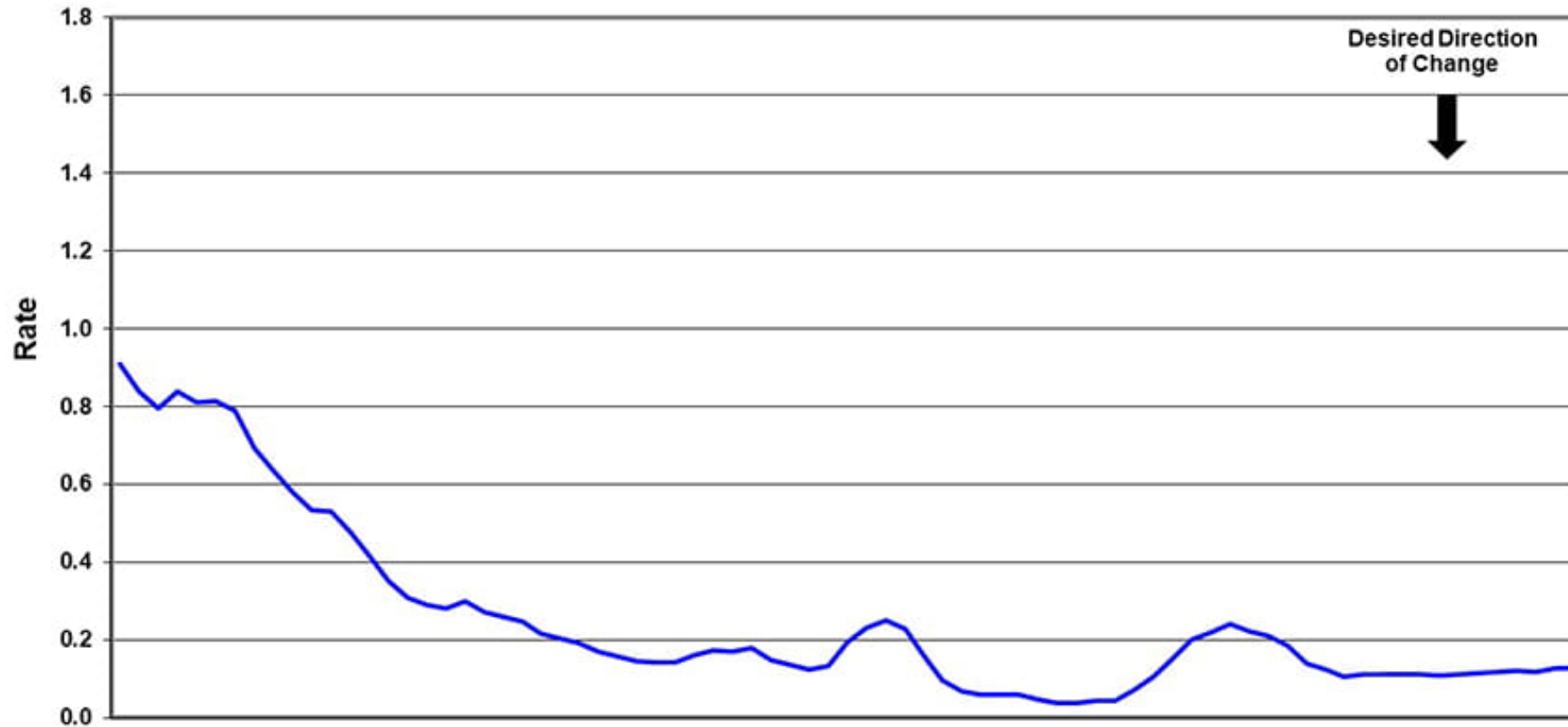
Simplified View of our Journey



Key Factors

- **Relentless Pursuit of the Vision of Zero Harm**
- **Transparency and Culture of Learning**
- **Learning with Others**
- **Partnering With Families, Patients, and Front-Line Staff**

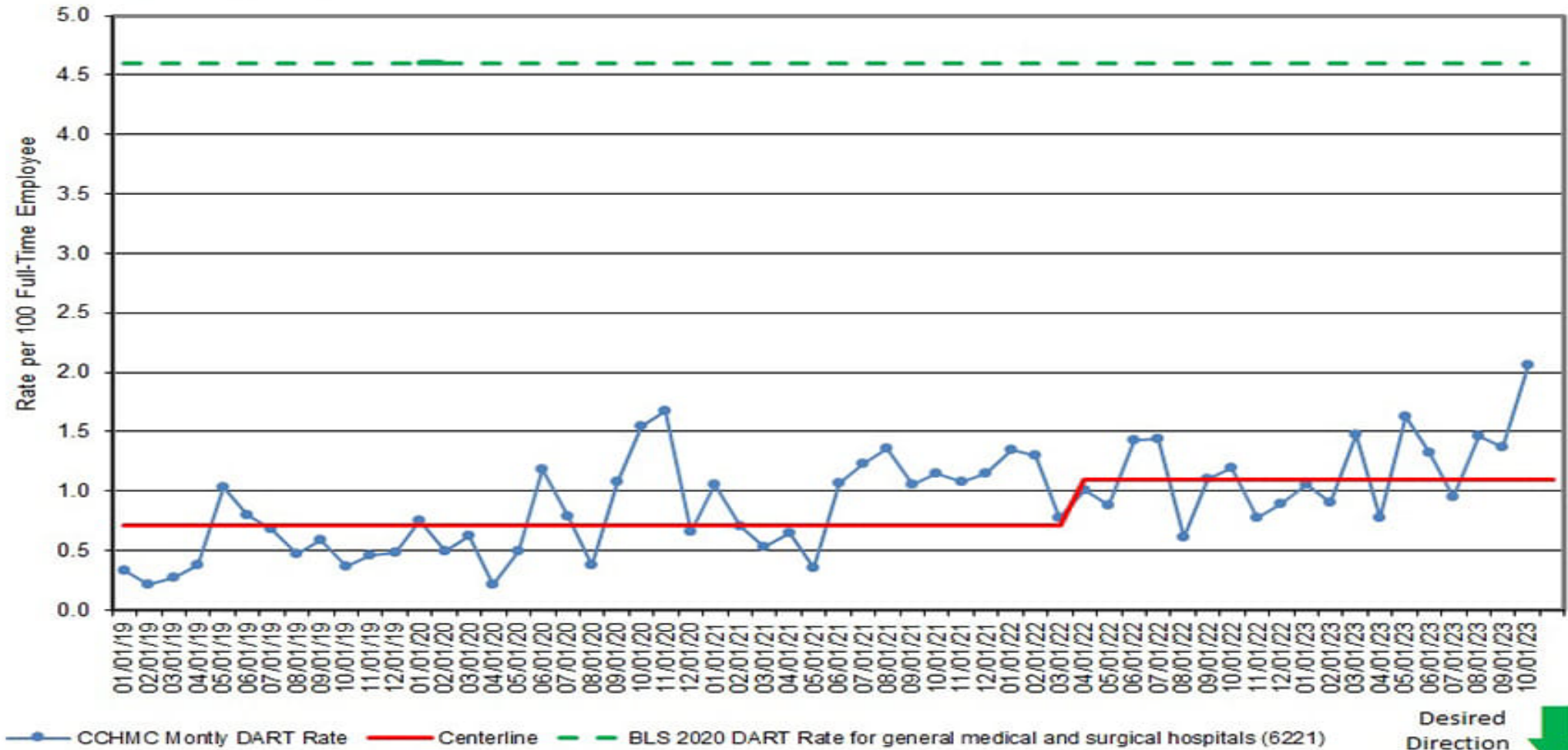
Serious Safety Event Rate



Rate over 19 Years

Last update date: 10/10/2023 by Katherine Simon

Rate of Incidents Resulting in Days-away, Restriction, Transfer (DART) Compared to General Medical Surgical Hospital Average







Collaboration: Ohio and then North America

Solutions for Patient Safety

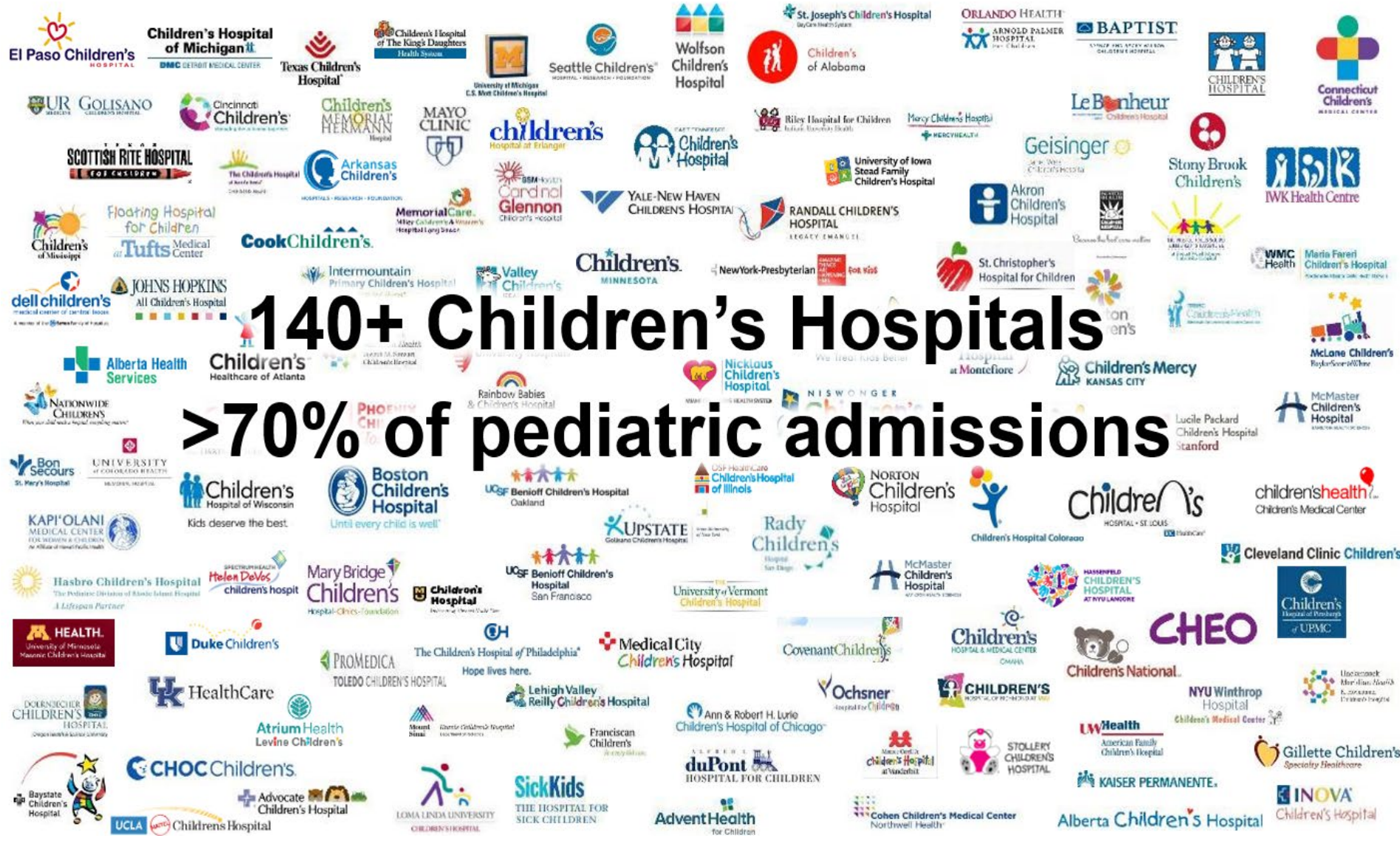
OUR MISSION:

Working together
to eliminate serious harm across all
children's hospitals

OUR VISION:

All Kids, All Hospitals, All Safe





140+ Children's Hospitals
>70% of pediatric admissions

The SPS Journey Toward Zero Harm



SPS Learnings about Partnering with Families

- **Hospitals learn from each other on implementing best practices to partner.**
- **Critical role of parents on governance role of SPS.**
- **Families and patients are amazing at focusing SPS on the mission including as keynote speakers and teachers for learning sessions.**

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Pam Wendel
Director, Family Relations



Deanna T. Hawkins
VP, Patient Services

Please Share

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Thank you!



Questions and Answers

Let us know!

Based on what you have heard today,
what is one action you plan to take in the next month to
engage and partner with patients and families in your
organizational safety efforts?

***Please submit your response in the chat**

Upcoming Training Opportunities and Events of Interest

2024 TeamSTEPPS FOR DIAGNOSIS IMPROVEMENT TRAINING

Learn team communication skills that can help lead to safer, more accurate, and more timely diagnoses.

Training Details

- Full-day, 8-hour virtual training.
- No charge to participate.
- Open to teams of three or more people.
- Trainings offered through November 2024.

Benefits

- Experienced facilitators guide participants through key skills for effective teamwork and apply them to diagnostic error.
- Receive assessment and training tools to support local efforts to reduce diagnostic harm.
- 8 Continuing Education Units available for a fee.
- Trainings offered at various dates and times.

Learn more and sign up for
TeamSTEPPS training:



<https://www.ahrq.gov/teamsteps-program/training/index.html>

2024 TeamSTEPPS 3.0 TRAINING

Improve team communication, learn to manage challenges more collaboratively, and enhance patient safety.

Training Details

- Virtual trainings available in 3 lengths (2-16 hours) to meet your team's goals and needs.
- No charge to participate.
- Training options available for individuals and teams.
- Trainings offered through November 2024.

Benefits

- Experienced facilitators guide participants through the four key skills for effective teamwork—communication, leadership, situation monitoring, and mutual support.
- Up to 16 Continuing Education Units available for a fee (depending on training length).
- Trainings offered at various dates and times.

Learn more and sign up for TeamSTEPPS training:



<https://www.ahrq.gov/teamstepps-program/training/index.html>



Agency For Healthcare
Research and Quality

www.ahrq.gov

Surveys on Patient Safety Culture®



NATIONAL
ACTION
ALLIANCE
for Patient and
Workforce Safety

Register for July 25 Webcast - Enhancing Surgical Team Communication: SOPS® and TeamSTEPPS® in Action

Date: Thurs., July 25, 2024

Time: 1:00 - 2:30 p.m. ET

[REGISTER NOW](#)

This [webcast](#) will provide background on AHRQ's [Surveys on Patient Safety Culture® \(SOPS®\) Program](#), the [TeamSTEPPS® 3.0](#) team training curriculum, and how the use of TeamSTEPPS improves SOPS scores. A representative from the University of North Carolina Division of Healthcare Engineering will highlight how concepts drawn from SOPS Hospital Survey and TeamSTEPPS resources were applied to virtual reality training, and how these efforts improved patient safety culture and team communication in the hospital surgery department.

Speakers:

- Jonathan Bakdash, Ph.D., Agency for Healthcare Research and Quality, SOPS Program
- Monika Haugstetter, M.H.A., M.S.N., RN, CPHQ, Agency for Healthcare Research and Quality, TeamSTEPPS Program
- Lukasz Mazur, Ph.D., University of North Carolina – Chapel Hill
- Joann Sorra, Ph.D. (Moderator), Westat

For questions, please contact the SOPS User Network at SafetyCultureSurveys@westat.com or call 1-888-324-9749.

Thank You!

Announcing the Next NAA Monthly National Webinar
**Making Healthcare Safer by Design: Understanding and Operationalizing
the National Action Alliance Aim #3**

July 16, 2024

12:00 – 1:00 PM ET

Registration is open and can be found on the NAA website

<https://cma.ahrq.gov/actionalliancejuly>

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Email us at NationalActionAlliance@hhs.gov