

Task Force on Resolution of Adverse Healthcare Incidents Meeting Agenda

September 13, 2023 | 2:30 – 4:00 p.m. | Virtual Meeting

2:30 10 min	Welcome and Introductions	Margaret Mikula, Co-chair, Task Force Members
2:40 5 min	Housekeeping	Margaret Mikula
2:45 15 min	The Patient at the Center	Margaret Mikula
3:00 10 min	Executive Director's Update	Valerie Harmon
3:10 20 min	EDR Program Updates	Sydney Edlund and Linda Lancaster
3:30 20 min	EDR 2023 Annual Report	Linda Lancaster
3:50 5 min	Public Comment*	Margaret Mikula
3:55 5 min	Upcoming Task Force Meetings	Margaret Mikula
4:00	Evaluation Reminder† and Adjourn	Margaret Mikula

* Public comment can be submitted in advance of the meeting. Details are available on [Our Governance](#) page of the Oregon Patient Safety Commission website.

† Task Force members will receive a meeting evaluation via email.

Task Force on Resolution of Adverse Healthcare Incidents Meeting Summary

June 14, 2023 | 2:30 – 4:00 p.m. | 1201 SW 12th Ave. Portland OR, 97205 + Virtual Option

This meeting summary provides an overview of the information shared during this meeting, along with motions and votes. For complete contents of this meeting, a [video recording](#), including chapters for each agenda item, is available on [OPSC’s YouTube channel](#).

Attendees		Present	Virtual	Absent
Task Force Members	Diego Conde (Trial Lawyer)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Rhett Fraser (Trial Lawyer)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Jeff Goldenberg (Advocate for Patient Safety)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Anthony Jackson (At Large Member)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Robert Joondeph (Public Member)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Samuel Kim (Practicing Physician)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	John Moorhead (Practicing Physician)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cameron Padilla (Hospital Representative)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Margaret Mikula (Practicing Physician)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Tina Stupasky (Trial Lawyer)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Rep. Maxine Dexter (Democratic Representative)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Rep. Cyrus Javadi (Republican Representative)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
OPSC Staff	Valerie Harmon (Interim Executive Director)			
	Sydney Edlund (Director of Program and Policy Analysis)			
	Beth Kaye (EDR Program Director)			
	Linda Lancaster (EDR Program Manager)			
	Stephanie Warren (Program Assistant)			
Guests	Danielle Meyer (Oregon Association of Hospitals & Health Systems)			
	Mark Bonanno (Oregon Medical Association)			

Agenda Items

Welcome, Introductions, Review Agenda and Approve Minutes Tina Stupasky, All	Meeting Convened: Task Force on Resolution of Adverse Healthcare Incidents (Task Force) was called to order by Tina Stupasky at 2:34 p.m. Beth Kaye conducted roll call for attendance. Action Item: Approve March 8, 2023, Meeting Minutes
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Tina Stupasky called for a motion to approve the March 8, 2023, Task Force meeting minutes.

- **Motion:** Bob Joondeph moved to approve the March 8, 2023, Task Force meeting minutes and Margaret Mikula seconded.
- **Vote:** Tina Stupasky called for a vote to approve the March 8, 2023, Task Force meeting minutes and Beth Kaye conducted a roll call vote. Anthony Jackson, Bob Joondeph, John Moorhead, Margaret Mikula, and Tina Stupasky voted in favor. Diego Conde, Rhett Fraser, and Cameron Padilla abstained. The motion passed.

The Patient at the Center

Beth Kaye

Beth Kaye read an excerpt from Episode 8 “Medical Errors” of the Dr. Patient Podcast. Host Dr. Heather Johnson shares her own story of a medical error as a patient. Dr. Heather Johnson’s story highlights the importance of open communication, honesty, and disclosure for patients after a medical error.

Listen to the [Episode 8 "Medical Errors" of the Dr. Patient Podcast](#)

Task Force Discussion

Task Force members noted how much progress still needs to be made to encourage proactive, transparent responses after medical errors and strengthen the provider-patient relationship.

Listen to the [Task Force discussion](#).

Executive Director’s Report

Valerie Harmon

Task Force Membership Update

- **Upcoming Reappointment:** Hospital Representative
- **Upcoming Open Positions:** Physician (in active practice), Trial Lawyer, At Large Member (Public Member)
- **Co-Chair Transition:** The Task Force thanks departing co-chairs Dr. John Moorhead and Tina Stupasky for their service and welcomes co-chairs Bob Joondeph and Margaret Mikula.
- **New Members:** The Task Force welcomes Diego Conde, Rhett Fraser, Representative Maxine Dexter, and Representative Cyrus Javadi.

OPSC and PACT Partnership Update

The Pathway to Accountability, Compassion and Transparency (PACT) Collaborative Oregon Cohort Virtual Information Session is scheduled for Thursday, June 22, 2023, from 11-11:30 a.m. (PT). A recording of the session will be available after the event.

Data Process Strategy Recommendations

Sydney Edlund

Center for Outcomes Research and Education (CORE) completed their work and submitted their final report and recommendations in early April 2023.

Sydney Edlund provided an overview of CORE’s 28 recommendations and shared OPSC’s prioritized recommendations for 2023 implementation:

- Give patients/family members a unique login so they can check and update information over time (5a)
- Add patient race/ethnicity and patient language to the Request for Conversation (1a & 1b)
- Add an intake interview question to the Request for Conversation (2a)

-
- Make small changes to existing questions (2d & 5c)
 - New or revised Resolution Report questions (including the satisfaction question) (4a-4h)

Task Force Discussion

Bob Joondeph asked OPSC staff to explain their thinking behind the recommendation “Add an intake interview question to the Request for Conversation (2a)”.

- Sydney responded that asking people how they learn about EDR is critical to understanding which communications channels being used to share about EDR have been successful and why.

Listen to the [Task Force discussion](#).

EDR Outreach Activities Update

Miranda Brown and Mireaya Medina, Brink Communications

Miranda Brown and Mireaya Medina presented an overview of the strategic communications and outreach plan Brink Communications (Brink) developed for OPSC’s EDR program. The overview included information about priority audiences, key findings from stakeholder interviews, communication strategies, and next steps.

Listen to [Brink’s presentation](#).

Task Force Discussion

Anthony Jackson shared his longstanding support for outreach to underserved communities in Oregon. He offered to provide future outreach support to the Task Force as a non-member, dependent on his availability.

EDR 2023 Annual Report
Beth Kaye

Beth reported that the EDR 2023 annual report will provide a status update about progress made and next steps toward three identified goals:

- Update EDR data process strategy.
- Develop a strategic communication plan to increase awareness about EDR that prioritizes equitable information dissemination.
- Increase statewide capacity to respond to and learn from medical harm events.

The report will also include EDR program use data.

Task Force Discussion

Margaret Mikula identified an opportunity to explore baseline for communication and resolution programs (CRPs) in Oregon—who has programs and where are they at in their program development—to better understand what the goals are, which may be raising existing programs to the same level or starting new programs.

Listen to the [Task Force discussion](#).

Public Comment and Upcoming Task Force Meeting

Tina Stupasky

No public comments were submitted prior to the meeting. Guest Mark Bonanno, on behalf of the Oregon Medical Association, thanked Dr. John Moorhead for his contribution to the Task Force.

September 13, 2023, Meeting

- Data process implementation update
 - EDR outreach strategy update
 - PACT collaborative update
-

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- Discussion of EDR 2023 annual report
-

Evaluation Reminder
and Adjourn

Tina Stupasky

Meeting Adjourned: 4:08 p.m.

Next Meeting: September 13, 2023

The meeting schedule and materials will be available on [Our Governance page](#) of the OPSC website. Task Force members will receive an email with the link to take an electronic meeting evaluation.



Task Force on Resolution of Adverse Healthcare Incidents

September 13, 2023 | Virtual Meeting

Building a culture of safer care—*together*

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3 Meeting Tips & Tricks



To decrease background noise, please stay muted when not speaking

Microsoft Teams:
Click the microphone icon to mute/unmute

Phone:
Dial *6 to mute/unmute



Feel free to use the “raise hand” function in Microsoft Teams



Say your name before speaking so we know who's talking



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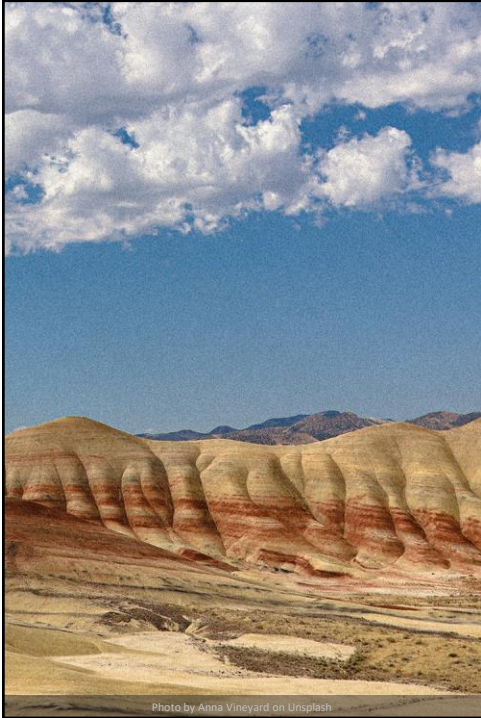


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Welcome and Introductions

Margaret Mikula, Co-Chair

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Housekeeping

Margaret Mikula, Co-Chair

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Today's Agenda

2:30	Welcome and Introductions	Margaret Mikula, Co-Chair
2:40	Housekeeping	Margaret Mikula
2:45	The Patient at the Center	Margaret Mikula
3:00	Executive Director's Update	Valerie Harmon
3:10	EDR Program Updates	Sydney Edlund, Linda Lancaster
3:30	EDR Annual Report	Linda Lancaster
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Action Item: Approve Minutes

- Does the Task Force approve the minutes of the June 14, 2023, Task Force Meeting?



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Patient at the Center

Margaret Mikula, Co-chair

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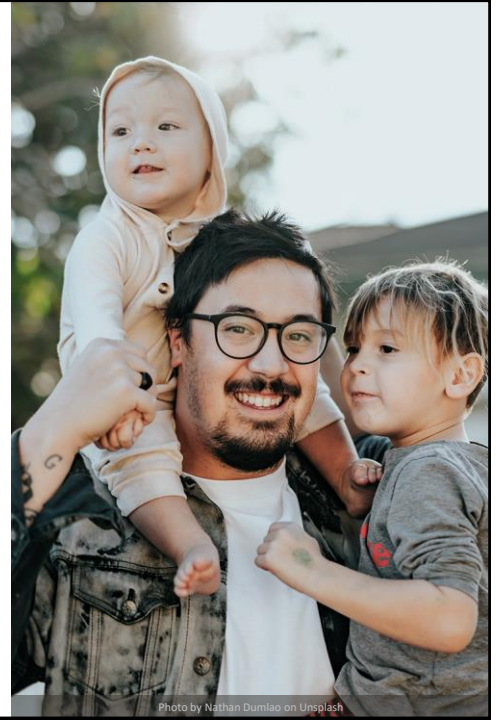


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Executive Director's Update

Valerie Harmon, Executive Director

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Task Force Membership & Status

Seat	Seat Name	Current Member	Term (End Date)	Status
1	Trial Lawyer	Unfilled		●
2	Physician	Margaret Mikula Co-CHAIR	1 st (06-30-2025)	●
3	Trial Lawyer	Rhett Fraser	1 st (06-30-2025)	●
4	At-Large Member	Bob Joondeph Co-CHAIR	1 st (05-28-2024)	●
5	Physician	Samuel Kim	1 st (05-31-2027)	●
6	Trial Lawyer	Diego Conde	1 st (03-28-2027)	●
7	Hospital Representative	Cameron Padilla	2 nd (08-13-2027)	●
8	Physician	Alex Skog NEW MEMBER	1 st (06-30-2027)	●
9	Advocate for Patient Safety	Jeff Goldenberg	1 st (05-28-2024)	●
10	At-Large Member	Unfilled		●
Legislative Members (Non-Voting)*				
11	Democratic Representative	Rep. Maxine Dexter		●
12	Republican Representative	Rep. Cyrus Javadi		●
13	Democratic Senator	Unfilled		●
14	Republican Senator	Unfilled		●

* Representative members are appointed by Speaker of the House of Representatives; Senate members are appointed by Senate President.

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Supporting Provider Engagement with PACT

- PACT: Pathway to Accountability, Compassion & Transparency
 - Program to help build capacity for responding to and learning from patient harm
 - Recruitment efforts
 - Integrated approach: Social Media Posts, Emails, Phone Calls
 - Summary of progress
 - How can you help?
 - How can you get more involved?

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Additional Discussion Items

- 2023-2025 EDR Funding Update
- OPSC Strategic Planning
 - Planning Session: October 20, 2023
- 20th Annual Northwest Patient Safety Conference: “Bringing Patient Safety to Life”
 - October 17 – 18, 2023, 8:00 AM – 1:00 PM
 - Registration Free to OPSC Task Force Members



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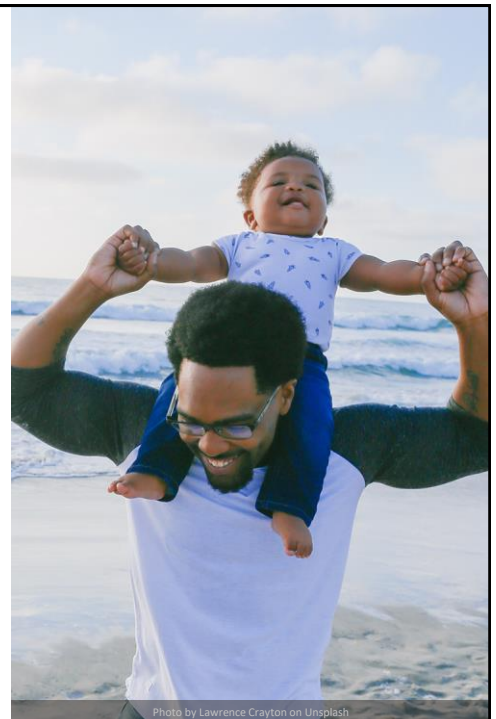
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EDR Program Updates

Sydney Edlund, Director of Program & Policy Analysis
Linda Lancaster, EDR Program Manager

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Goal: New EDR Data Strategy

- Implement the new EDR data process strategy to ensure a cohesive set of data practices that will support effective program operations as well as the learning and program evaluation needs of OPSC’s staff, board of directors, and the Task Force.



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New EDR Data Strategy

Recommendations Prioritized for 2023	Status
Give patients and family members a unique login so they can check and update information over time	In progress
Add patient race/ethnicity and patient language to the Request for Conversation	In progress
Add an intake interview question to the Request for Conversation	In progress
Make small changes to existing questions	In progress
New or revised Resolution Report questions, including the satisfaction question	Not started



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Goal: Develop Public Outreach Strategy

- In 2023, develop an outreach strategy that incorporates key EDR stakeholder groups and prioritizes equitable information dissemination to increase awareness about and use of EDR.



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Develop Public Outreach Strategy

Current Priorities	Status
Run ad in Oregon Trial Lawyers Association (OTLA) magazine	Complete
Develop communications & outreach strategy recommendations	Complete
Identify & prioritize outreach strategy recommendations	In progress
Audit the accessibility of communications and develop improvement recommendations, as aligned to OPSC's Diversity, Equity, and Inclusion Plan	In progress
Implement accessibility improvements throughout all communications and channels	Not started
Create project plans & implement outreach strategy recommendations	Not started



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EDR 2023 Annual Report

Linda Lancaster, EDR Program Manager

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Proposed Approach

- Purpose: Task Force's annual report on implementation and effects of EDR (ORS 31.280(2)(b))
- Audience: Legislature
- Proposed Structure
 - High-level, scannable, incorporate graphics
 - Update on current progress toward identified goals and next steps
- Questions for You
 - Feedback about this proposed structure?
 - Is there anything else that you've asked us to do that we need to include?
 - Is there anything else that you've heard us say we've done that we need to include?
 - Is there anything else that you want reflected in this report related to your role as the evaluative body?

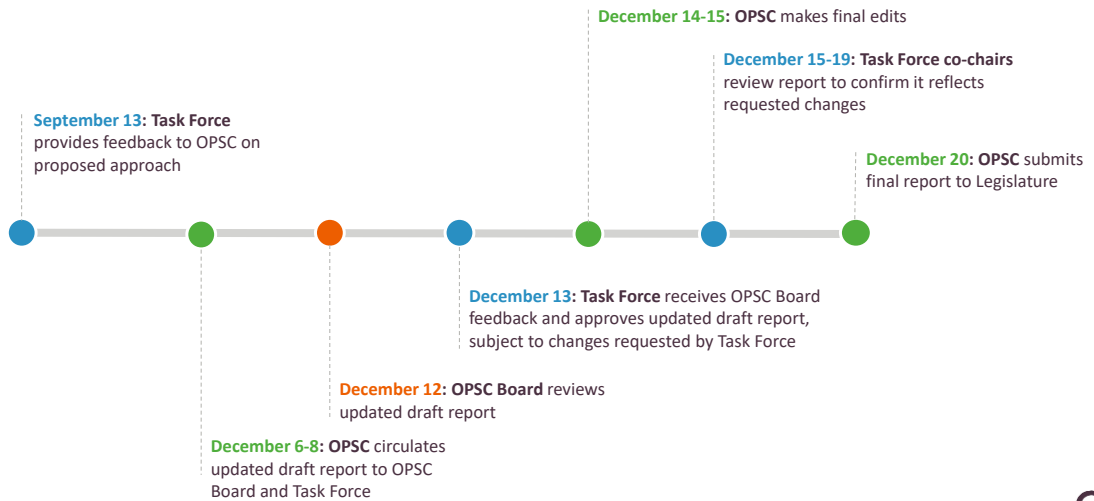
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2023 Report Draft Timeline



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Public Comment

Margaret Mikula, Co-chair

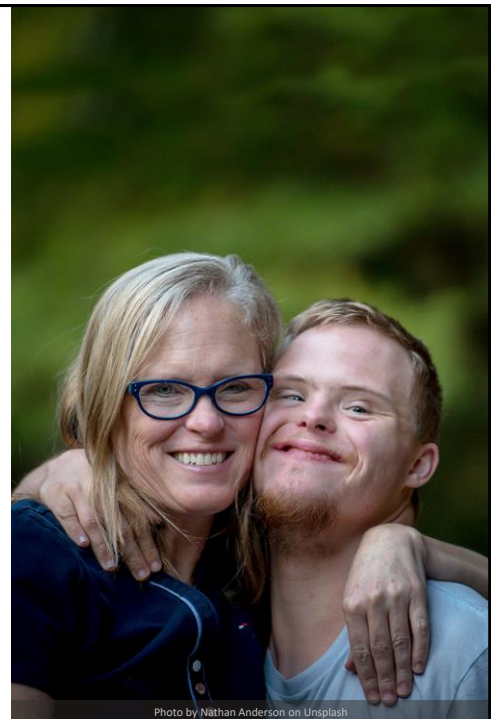


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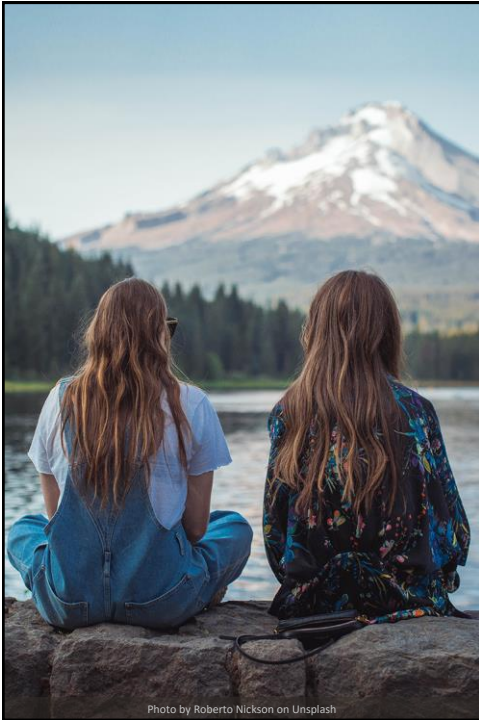


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Upcoming Task Force Meeting

Margaret Mikula, Co-chair

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December 13, 2023: Potential Topics

- EDR Annual Report



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Thank You!

Reminder: Task Force members please complete your meeting evaluation survey (This will be sent via email)



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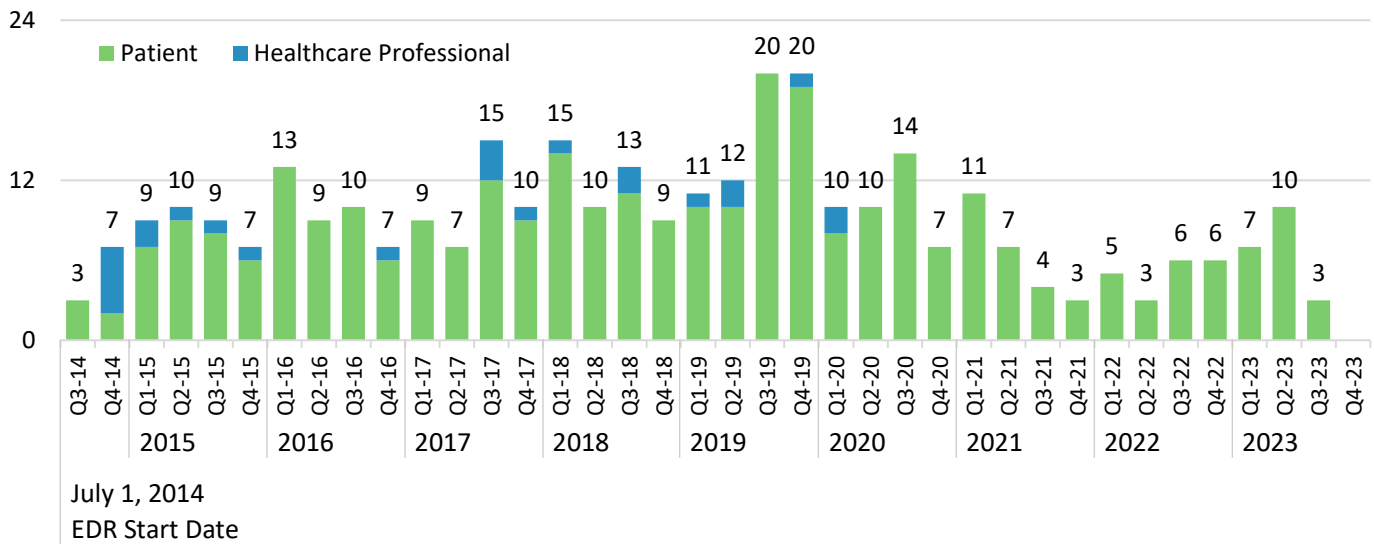
EDR Data

Timeframe: July 1, 2014—August 28, 2023

Total Requests
341

At Least One
Resolution Report
258
76% of requests

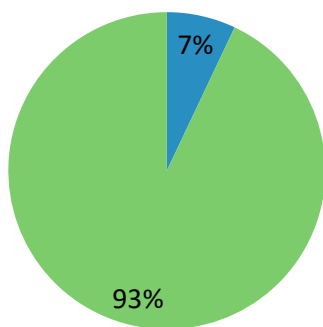
Number of Requests for Conversation



Requests for Conversation by Requester Type

n=341

Healthcare professional (Blue), Patient (Green)



Patient Filer Types

n=317

Filer Type	Count	Percentage
Patient	317	86%
Patient Rep	43	14%
Adult Child	15	5%
Spouse	12	4%
Guardian	7	2%
Parent	7	2%
Adult Sibling	2	1%

Healthcare Professional Filer Types

n=24

Filer Type	Count	Percentage
Facility	14	58%
Employer	7	29%
Provider	3	13%