

Task Force on Resolution of Adverse Healthcare Incidents Meeting Summary

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

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](#) is available on [OPSC's YouTube channel](#).

Attendees		Present	Virtual	Absent
Task Force Members	Margaret Mikula (Practicing Physician)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Robert Joondeph (At-Large Member)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Samuel Kim (Practicing Physician)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Diego Conde (Trial Lawyer)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Rhett Fraser (Trial Lawyer)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Cameron Padilla (Hospital Industry Representative)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Alex Skog (Practicing Physician)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Jeff Goldenberg (Advocate for Patient Safety)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Rep. Maxine Dexter (Democratic Representative)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Rep. Cyrus Javadi (Republican Representative)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OPSC Staff	Valerie Harmon (Executive Director)			
	Linda Lancaster (EDR Program Manager)			
	Stephanie Warren (Operations Analyst)			
Guests	Vanessa Becker (V Consulting & Associates, Inc.)			
	Mark Bonanno (Oregon Medical Association)			
	Melissa Parkerton (Pathway to Accountability, Compassion and Transparency)			

Agenda Items

<p>Welcome, Introductions, and Housekeeping</p> <p>Margaret Mikula, All</p>	<p>Meeting Convened: Task Force on Resolution of Adverse Healthcare Incidents (Task Force) was called to order by Margaret Mikuka at 2:32 p.m. Task Force members introduced themselves for attendance.</p> <p>Action Item: Approve September 13, 2023, Meeting Minutes</p>
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Margaret Mikula called for a motion to approve the September 13, 2023, Task Force meeting minutes. Jeff Goldenberg moved, and Samuel Kim seconded. Linda Lancaster conducted a roll call vote. Margaret Mikula, Samuel Kim, Rhett Fraser, Cameron Padilla, Alex Skog, Jeff Goldenberg voted in favor, with no abstentions or objections. The motion passed.

The Patient at the Center
Linda Lancaster

Linda shared the video “Responding to Patient Safety Incidents - Valerie's Story” from the National Health Service (NHS) England. The video highlights the need for transparency with patients about adverse events and how biases (e.g., age, gender) can further erode the patient-provider relationship.

[Watch the video](#) on YouTube.

Task Force Discussion

Task Force members discussed how patients often feel hesitant in expressing their concerns, how providers’ assumptions about patients can lead to errors, and how a just culture supports speaking up and focuses on addressing systems issues, rather than focus on individual blame.

Program Updates
Valerie Harmon

EDR Data Strategy

- Collect better demographic data to support our equity goals.
- Improve the consistency with which OPSC asks how patients and patient representatives learned about EDR to inform outreach efforts.
- Give patients real-time access to information about their *Request for Conversation* information.

Increase Awareness and Use of EDR

- OPSC is assessing its communications and operations, specifically looking at accessibility, efficiency, measurement, and brand awareness
- OPSC will also begin looking for communications firms to pick up the audience research and develop a public outreach strategy.

EDR 2023 Annual Report
Valerie Harmon

Valerie asked for feedback from Task Force members and provided an overview of the EDR annual report timeline.

Task Force Input

Task Force members provided input, which included feedback that the report is visually attractive, clear, and easy to read. Representative Dexter found the report’s “next steps” call-out was helpful and supports EDR’s goals of accountability and transparency.

Action Item: Approve EDR 2023 Annual Report*

** Subject to OPSC making requested changes and final review/approval by Task Force Co-Chair, Margaret Mikula and Task Force Member, Samuel Kim.*

Margaret Mikula called for a motion to approve the EDR 2023 Annual Report.* Alex Skog moved, and Jeff Goldenberg seconded. Linda Lancaster conducted a roll call vote. Margaret Mikula, Samuel Kim, Rhett Fraser, Cameron Padilla, Alex

Skog, and Jeff Goldenberg voted in favor, with no abstentions or objections. The motion passed.

Strategic Planning
Process Listening Session
Vanessa Becker

Vanessa provided Task Force members with an update on OPSC’s strategic planning process, shared a summary of the progress so far, and asked for feedback into activities that OPSC should consider for identified themes. She also asked for input into audiences that OPSC should consider seeking additional input from to inform their strategic plan.

Task Force Discussion: Listening Session

Task Force members were interested in OPSC:

- Bringing educational programs to Oregon’s healthcare community.
- Helping to clarify the value for the healthcare community of using EDR.

Alex Skog noted regularly scheduled Oregon-wide presentations detailing OPSC’s ongoing work and updates may help increase awareness.

Public Comment and
Upcoming Task Force
Meeting
Margaret Mikula

No public comments were submitted prior to the meeting. Guests in attendance declined an opportunity to comment.

March 13, 2024, Meeting

- 2:30 - 4:00 p.m.
 - Virtual meeting
 - Agenda items
 - EDR Program Priority Updates
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Evaluation Reminder and
Adjourn
Margaret Mikula

Meeting Adjourned: 03:58 p.m.

Next Meeting: March 13, 2024

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.
