

DRAFT

Welcome to the meeting! We'll start shortly.

3 meeting tips & tricks to remember:



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



Task Force on Resolution of Adverse Healthcare Incidents

March 13, 2024 | Virtual Meeting

Building a culture of safer care—*together*



Photo by Katie Musial on Unsplash

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Welcome and Introductions

Bob Joondeph, Co-Chair,

Task Force Member Icebreaker & Introductions

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If you had a ticket to fly anywhere, where would you go... and why?

Margaret Mikula, MD

Physician seat

Bob Joondeph, JD

At-Large Member seat

Samuel Kim, MD

Physician seat

Diego Conde, JD

Trial Lawyer seat

Rhett Fraser, JD

Trial Lawyer seat

Cameron Padilla, JD, MN, RN

Hospital Industry Rep. seat

Alex Skog, MD

Physician seat

Jeff Goldenberg, MD

Advocate for Patient Safety seat

Rep. Maxine Dexter, MD

House Democrat seat

Rep. Cyrus Javadi, DDS

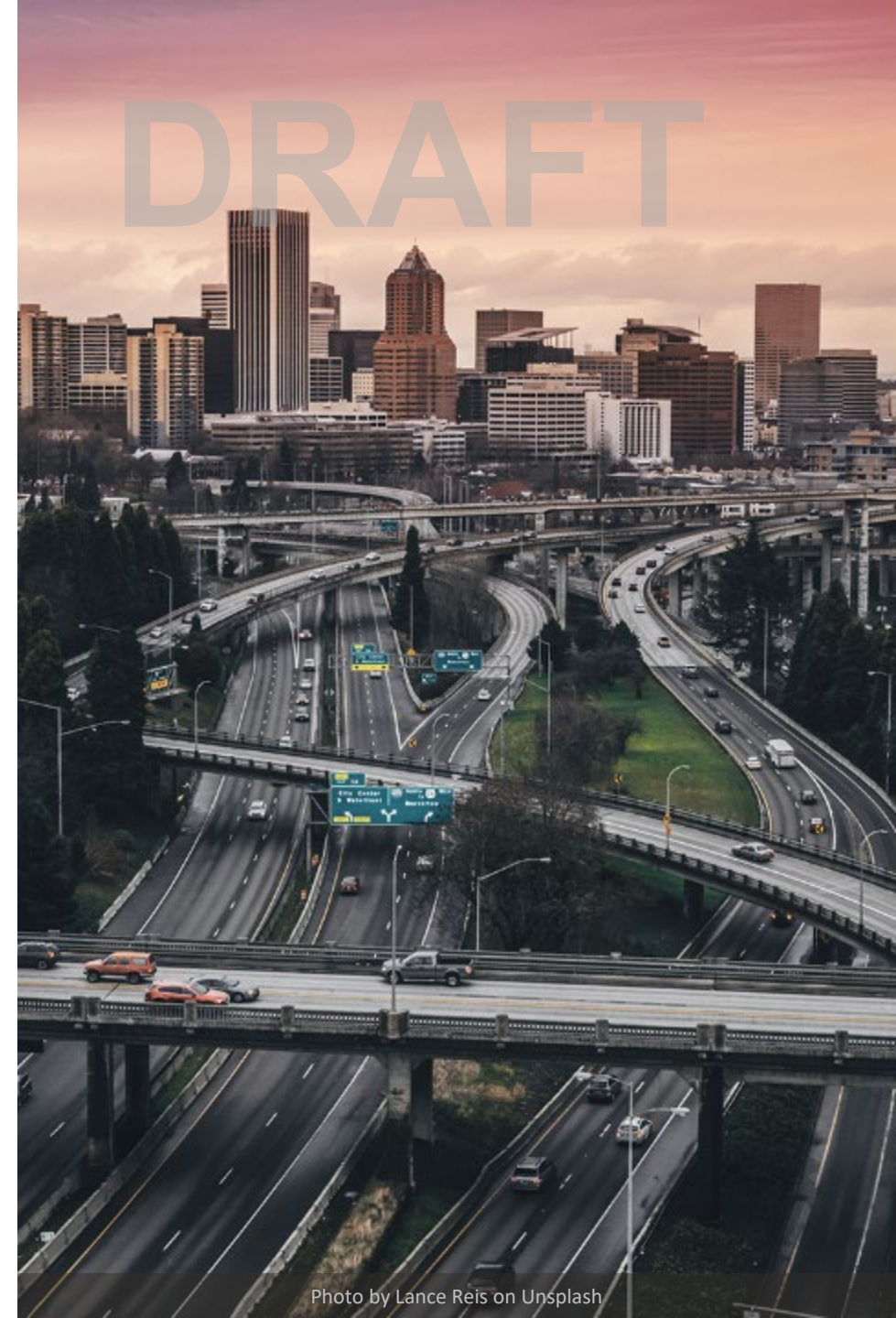
House Republican seat





Housekeeping

Bob Joondeph, Co-Chair



Today's Agenda

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2:30pm 10 min	Welcome & Introductions	Bob Joondeph, Co-Chair; Task Force Members
2:40pm 5 min	Housekeeping	Bob Joondeph
2:45pm 10 min	The Patient at the Center	Valerie Harmon, Task Force Members
2:55pm 25 min	OPSC & EDR Program Updates	Valerie Harmon, Sydney Edlund
3:20pm 35 min	Task Force Planning	Valerie Harmon, Bob Joondeph, Task Force Members
3:55pm 5 min	Public Comment	Bob Joondeph
4:00pm	Upcoming Meetings & Adjourn	Bob Joondeph



Other Items

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- **Action Item:** Approve Meeting Summary from the December 13, 2023, Task Force Meeting



Patient at the Center

Valerie Harmon, Executive Director

Task Force Members



In Gratitude to Patients Who Teach Us How to Be Wrong

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Academic Medicine Podcast

In Gratitude To The Patients Who Teach Us How To Be Wrong, Jun 26, 2023

Rebecca F.P. Long: A fourth-year medical student, Keck School of Medicine of the University of Southern California

Listen now: <https://academicmedicinepodcast.libsyn.com/in-gratitude-to-the-patients-who-teach-us-how-to-be-wrong>



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OPSC & EDR Updates

Valerie Harmon, Executive Director

Sydney Edlund, Dir. of Program & Policy Analysis

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Strategic Planning



Strategic Planning: What Have We Done So Far?

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- Oct 2023** Held Board and staff visioning and planning session
- Nov 2023** Drafted key focus areas and organizational values
- Dec 2023 – Feb 2024**
 - Got input from key interested parties (Held four roundtable discussions & conducted online survey)
 - Developed draft of one-page, high-level strategic map
- March 2024** Checked in with the Board on progress and received feedback
- Mar – Jun 2024**
 - OPSC to finalize strategic map and full strategic plan
 - OPSC to develop process to report annual work plan to Board on a quarterly basis
- June 2024**
 - Board to approve finalized strategic map and full strategic plan
 - OPSC to submit final strategic plan to the Governor's office

Continuing to Align with Our Work

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- Our 3 Focus Areas
 - Provider & Health System Awareness & Engagement
 - Public Awareness & Engagement
 - OPSC Development & Stability
- This aligns with current EDR priorities



What We Heard: Roundtables & Survey

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- Focus Area: Public Awareness & Engagement
 - The complexity of the healthcare system can lead to frustration for both patients and providers
 - Patients need information, education, and support to use the healthcare system
 - Patients need guidance to use the EDR process
 - There is a portion of the public that primarily gets healthcare information from social media, others are concerned about misinformation in this type of media
 - Online research helps some members of the public vet the legitimacy of information
 - Affordable legal consultation may be beneficial to members of the public who use EDR and receive any financial offer



What We Heard: Roundtables & Survey (p. 2)

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- Focus Area: Provider & Health System Awareness & Engagement
 - Provide shared learning from the programs, as well as patient safety best practices and education; example topics included:
 - How to implement a communication and resolution program
 - Event investigation and analysis
 - Violent or combative patients
 - Collaborate and align with others in the healthcare ecosystem to build a more powerful network and increase our impact
 - Serve in a convening role by bringing members of the healthcare ecosystem together to advance patient safety work
 - Be aware of workforce challenges within the healthcare system to help inform our engagement strategies



Team Structure & Recruitment

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- Creating a cross-functional team model to support daily operations for both programs
 - Supports our efforts in **OPSC Development & Stability**
 - Enables more cross training and coverage for long-term sustainability
 - Provides a more cohesive and streamlined experience for those we serve
 - Creates operational efficiencies and ensures effective use of resource for output and engagement (given similarities in mandates)
- Creating a senior-level program role to serve in a more external capacity and lead engagement efforts



Strengthening Our EDR Data Strategy

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- What we've done since our last meeting
 - Deployed patient accounts
- What we're working on this year
 - Q1/Q2: Foundational work that will enable Patient Safety Systems Scan (more later!)
 - Q3/Q4: "Follow-Up Survey" (formerly Resolution Report) revision work
- This is in service to **OPSC Development & Stability**



For Consideration: “Patient Safety Systems Scan”

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- **We heard from you** that we need to better understand what systems are in place for responding to and learning from harm in Oregon
- Before we can know where to go (and how!), we need to know where we are... but there is currently no good way to measure this
- We are doing initial research into conducting an ongoing scan delivered in bite-sized pieces (e.g., 3-5 questions at a time) to inform routine shared learning
- Supports our efforts in **Provider & Health System Awareness & Engagement**



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EDR Program Updates



EDR Data Summary: What Are We Seeing?

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Total Requests

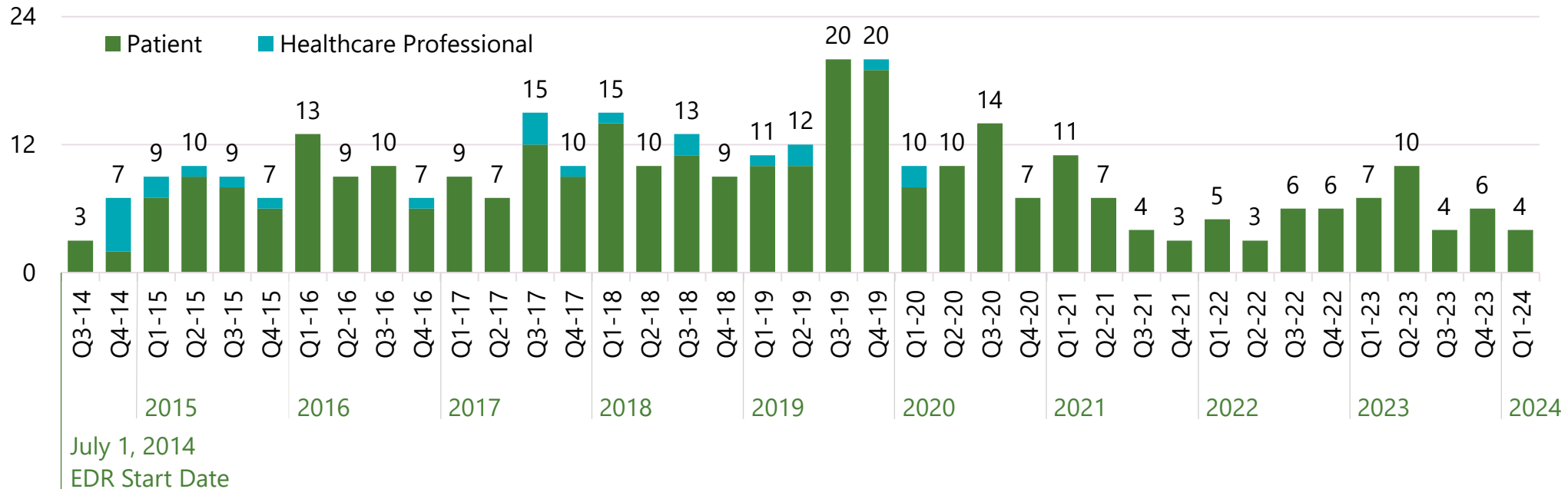
352

At Least One
Follow-Up Survey

267

(79% of requests*)

Number of Requests for Conversation



* Excludes 8 open Requests and 6 Requests where no Resolution Reports were possible



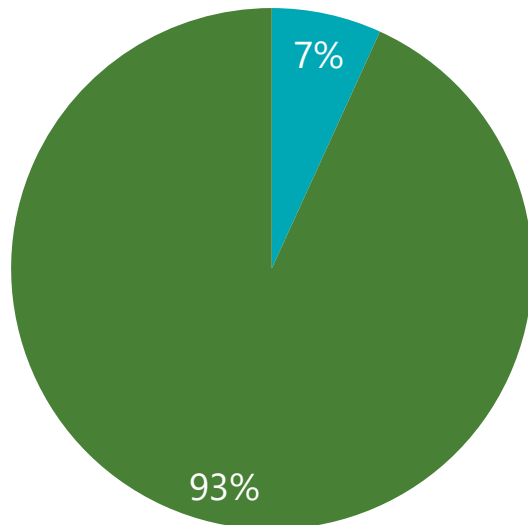
EDR Data Summary: What Are We Seeing?

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Requests for Conversation by Requester Type

n=352

■ Healthcare professional ■ Patient



Patient Filer Types (n=328)

Patient	284	87%
Patient Rep	44	13%
Adult Child	15	5%
Spouse	12	4%
Parent	8	2%
Guardian	7	2%
Adult Sibling	2	1%

Healthcare Professional Filer Types (n=24)

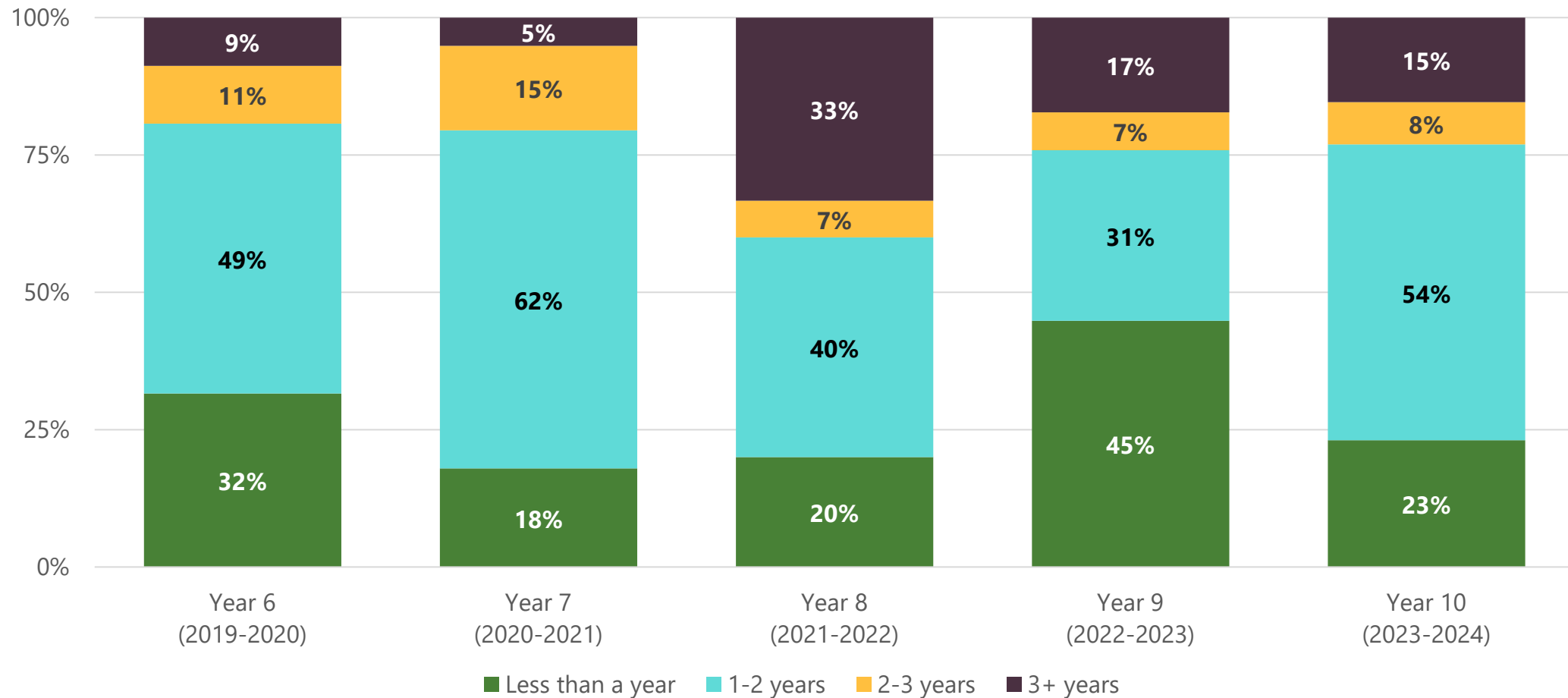
Facility	14	58%
Employer	7	29%
Provider	3	13%



EDR Data Summary: What Are We Seeing?

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Days Between Event Begin Date & Patient Request Submit Date



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**This Data Supports
Our Current Priorities...**

Public Outreach & Awareness: Agency+

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- Foundational work of audience research complete
 - Need a new firm to carry the work forward
- Opportunity: Possible engagement with local firm, focused heavily on community engagement and equity
 - Offers continuity from previous firm, enabling us to immediately start the work, as they have knowledge of our research and our past plan
 - Currently vetting this firm as an option, will report progress
- **The strategy** is to develop and implement an ongoing EDR public outreach campaign focused on those populations more likely to experience harm
- **The goal** is to increase awareness and use of EDR



Public Outreach & Awareness: Advertisement

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- Placed ad in Spring 2024 edition of *Trial Lawyer* digital magazine
- Goal is to increase program awareness among Trial Lawyers
- They are our greatest referral source
- Estimated Readership for *Trial Lawyer*: 4,200



Medical harm happens.
And we offer Oregon patients a path to healing after experiencing harm.

Early Discussion and Resolution (EDR) is an innovative and voluntary process that helps patients and their families request conversations with healthcare providers and facilities after harm occurs. EDR is a way forward for reconciliation, candid conversation, and building a culture of safer care.

Building a culture of safer care—together.

OPSC OREGON PATIENT SAFETY COMMISSION

Learn more:
oregonpatientsafety.org/edr-help



Public Outreach & Awareness: Accessibility

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- Another key part of public outreach is **accessibility**
- Important part of our commitment to equity
 - **Our goal** is to ensure all aspects of OPSC's brand and presence is accessible to as **many** Oregonians as possible
- It's the right thing to do!



What Did We Do?

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- To meet our goal, we:
 - **Conducted** a full accessibility audit on all our communications and operations
 - **Proposed** myriad changes to brand and brand guidelines to better align with accepted accessibility standards
 - **Created** new brand guidelines and brand elements as a “north star” to necessary changes
 - **Implemented** changes to the OPSC website, PDFs, Office templates, email signature, and other external items



Is the Work Done?

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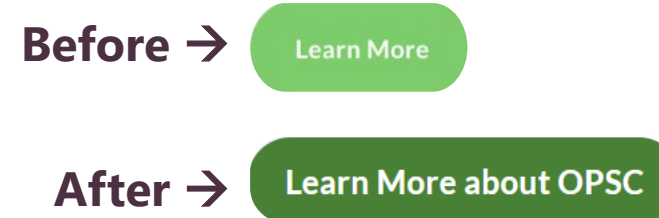
- Nope! Ensuring our work is accessible is an ongoing effort
- We are...
 - **Continuing** to monitor changing accessibility best practices and standards
 - **Creating** staff-targeted tips and tricks on how to create accessible work
 - **Looking** for any new or outstanding items or deliverables that need to be updated to align with our accessibility standards

Examples: Making Our Content More Accessible

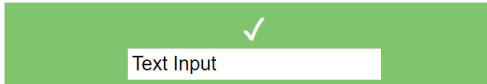
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Example 1: Increased contrast to make it possible for those with visual impairment to access more of our content

Example 2: Made button/link text more descriptive to make it easier for those who use screen readers to navigate our content



Web Contrast Checker Results →

Category	WCAG AA	WCAG AAA	Result
Normal Text	Fail	Fail	The five boxing wizards jump quickly.
Large Text	Fail	Fail	The five boxing wizards jump quickly.
Graphical Objects and User Interface Components	Fail		





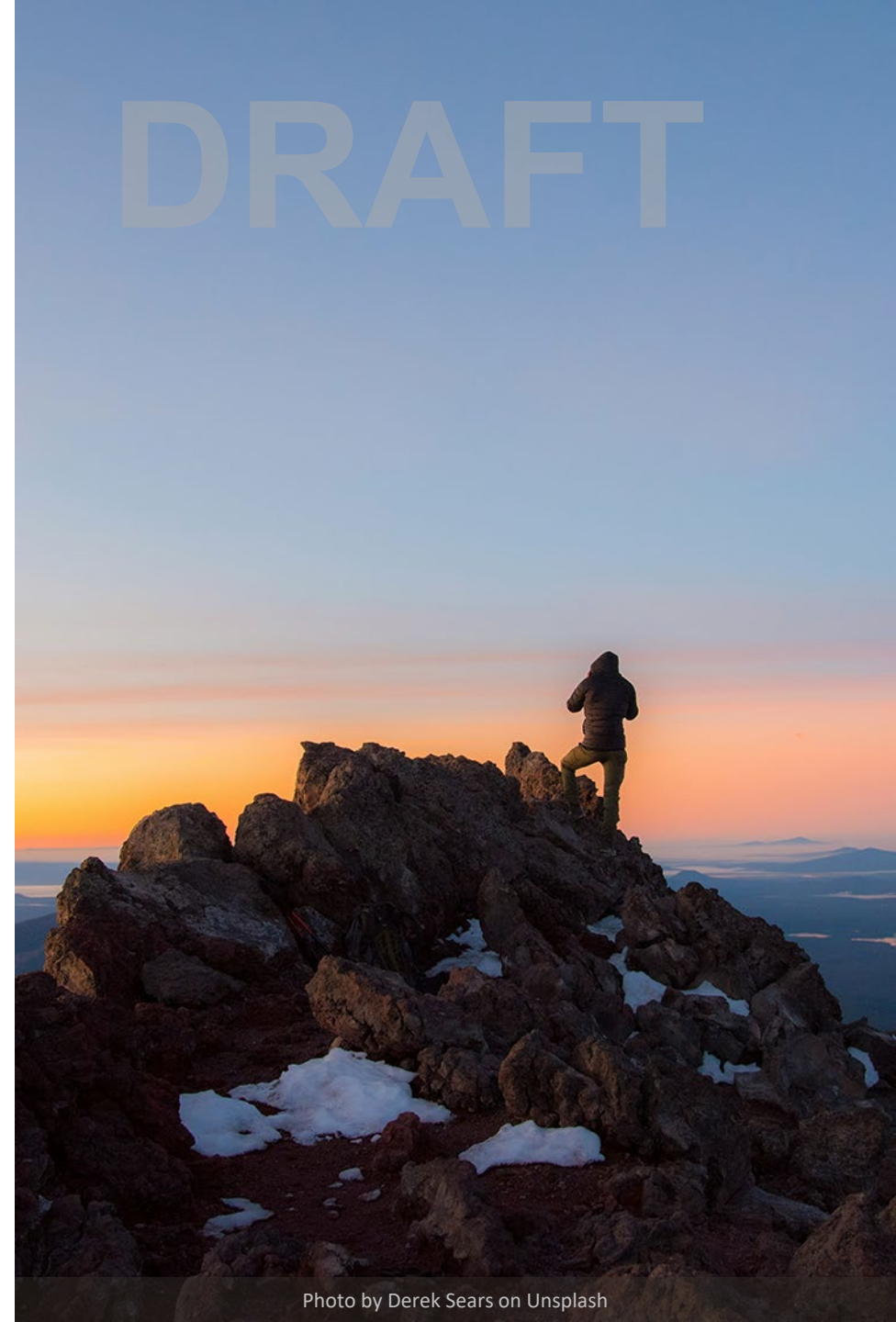
Task Force Planning

Valerie Harmon, Executive Director

Bob Joondeph, Co-Chair

Task Force Members

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Task Force: Plan for the Future

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- EDR will be 10 in July (!)
- You're here because:
 - We need and value your expertise and experience
 - You're an incredible resource for the state of Oregon and this program
 - You bring a diverse perspective that helps make the program stronger
- What's next?



Task Force: Plan for the Future

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- Initial thoughts to get us started:
 - Do we want to revisit the Task Force charter, perhaps through a workgroup, to see if we need any changes?
 - Should we set goals and expectations for how we're using your time?
 - Should we revisit the initial thinking behind this program and this group to look for areas of change?





Photo by Nathan Anderson on Unsplash

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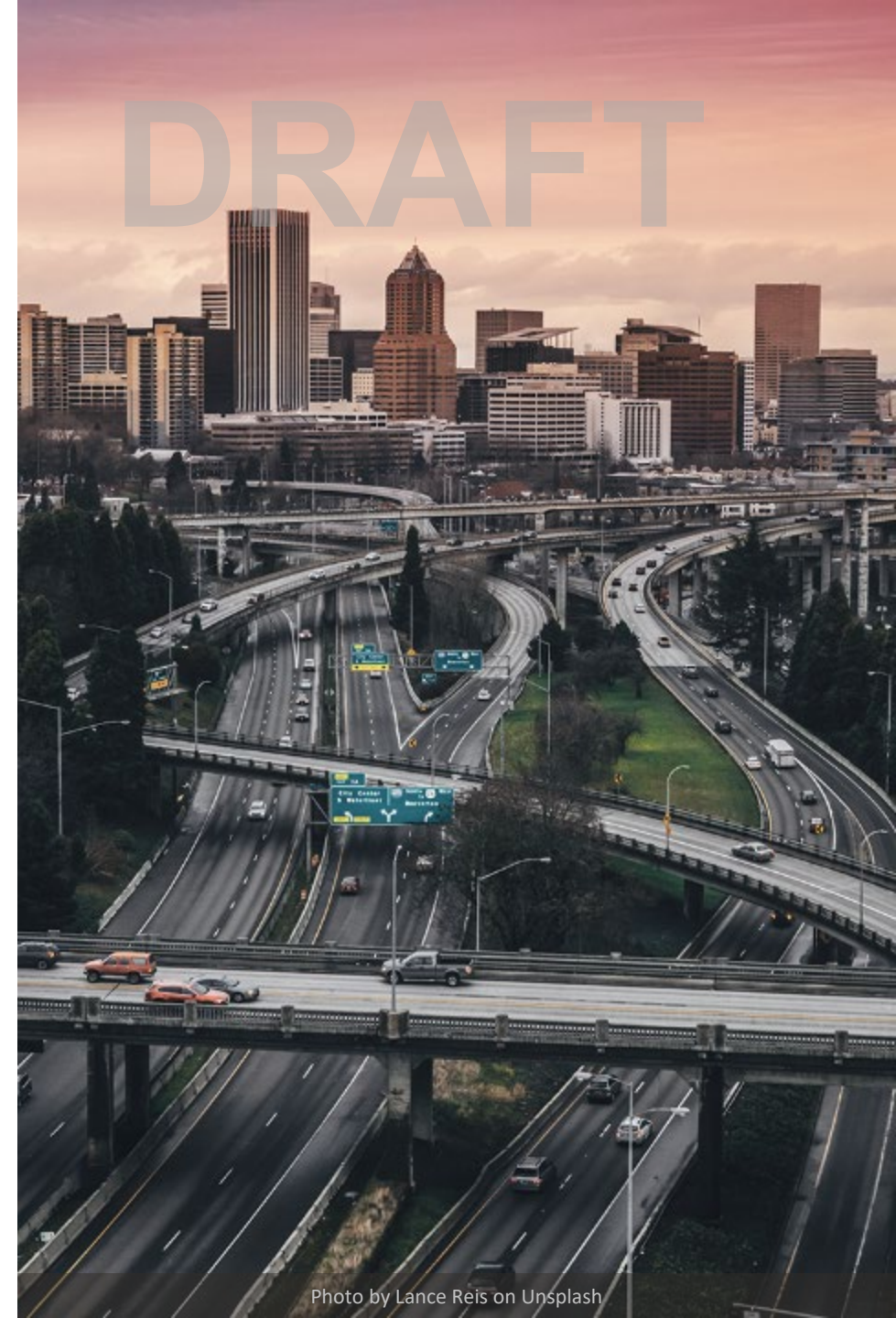
Public Comment

Bob Joondeph, Co-Chair



Upcoming Meetings

Bob Joondeph, Co-Chair



Mark Your Calendars!

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June 12, 2024: Task Force Meeting

- 2:30pm – 4:00pm
- Call for agenda items



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Thank You!

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

