UW Health Patient Safety and Quality Committee
October 20, 2022

WebEx: https://uwhealth.webex.com/uwhealth/j.php?MTID=m9404419e415e96f11d537f6bc2517ec3
Meeting number: 2623 504 4527 // Password: 102022

**ADVANCE MEETING MATERIALS ARE POSTED FOR REFERENCE. OCCASIONALLY, THE POSTED MATERIALS DO NOT REFLECT CHANGES MADE SHORTLY BEFORE OR DURING COMMITTEE MEETINGS. THE FULL COMMITTEE MINUTES ARE THE OFFICIAL RECORD OF FINAL COMMITTEE ACTION**
### Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Topic</th>
<th>Presenter(s)</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:30 AM</td>
<td>I. Call to Order/Welcome</td>
<td>Dr. Jeff Pothof, Dr. Sandy Kamnetz</td>
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<tr>
<td>10:35 AM</td>
<td>II. Open Session Meeting Minutes - September 15, 2022</td>
<td>Dr. Sandy Kamnetz</td>
<td>Approval</td>
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<tr>
<td>10:36 AM</td>
<td>III. UW Health Culture of Safety Survey Results</td>
<td>Dr. Jeff Pothof</td>
<td>Update/Discussion</td>
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<td>Presentation - UW Health Culture of Safety Survey Results</td>
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<td>11:01 AM</td>
<td>IV. Closed Session</td>
<td>Dr. Sandy Kamnetz</td>
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<td></td>
<td>Motion to enter into closed session pursuant to Wisconsin Statutes sections 19.85(1)(e) and 146.38 for the review and evaluation of health care services and the discussion of the following confidential strategic matters, which for competitive reasons require a closed session: review and approval of closed session minutes; review and approval of UW Health’s Transplant Quality Assurance and Process Improvement Plan, UW Health Scorecard Measures review and UW Health Root Cause Analysis (RCA) summary and report out; and pursuant to Wisconsin Statutes section 19.85(1)(g), to confer with legal counsel regarding these and other matters.</td>
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<td>11:40 AM*</td>
<td>V. Return to Open Session</td>
<td>Estimated time to return to Open Session</td>
<td></td>
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<tr>
<td>11:40 PM</td>
<td>VI. ACTION: Approval of the the Transplant Quality Assessment Performance Improvement (QAPI) Plan</td>
<td>(Motion to ratify approval of the the Transplant Quality Assessment Performance Improvement (QAPI) Plan as presented in Closed Session Consent Agenda)</td>
<td>Approval</td>
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<td>12:00 PM</td>
<td>VII. Adjourn</td>
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2022 Culture of Safety Survey

Patient Safety and Quality Committee
Jeff Pothof MD
Chief Quality Officer
Safety is a Foundational Competency
Culture of Safety Survey: Focus Areas

- Psychological Safety
- Continuous Improvement
- Teamwork
- Overall Safe Care Assessment
CULTURE OF SAFETY - JULY 2022

73% Positive

41% Response Rate

5,628 Respondents

SUMMARY

Triple!
Psychological Safety

- 78% Positive: It is safe to speak up regarding safety concerns no matter who is involved.
- 70% Positive: When an error is made, our team focuses on learning from it versus blaming someone.
- 60% Positive: If I make a mistake in this team, I know it will not be held against me.
I feel comfortable asking my team members for help.

We work well as a team, even when faced with challenges such as heavy workload.

Team members consistently show respect for one another.

I experience good cooperation when working with other departments or teams.
Continuous Improvement

- **81% Positive**
  - Patient safety is a high priority in my department.

- **73% Positive**
  - Employee safety is a high priority in my department.

- **68% Positive**
  - My immediate leader takes action on our suggestions to improve safety.

- **64% Positive**
  - My immediate leader asks for suggestions to improve safety.

- **57% Positive**
  - When a change is made to improve safety, our team reviews the change to see how well it worked.
Overall Safe Care Assessment

I WOULD RECOMMEND UW HEALTH AS A PLACE TO RECEIVE SAFE CARE.
What’s Next?
Strengths

- Patient Safety is a priority

- People can ask team members for help

- HERO system was being used and referenced in improvements
Survey Comments: Strengths

• “I feel that our manager, supervisors, and leads are approachable, and I can speak to them about any concerns at any time”

• “HERO reporting is utilized frequently within my department, and we utilize these incidents as learning opportunities to benefit our patients in the future to prevent unsafe situations that impact our patients.”

• “My leader and team frequently ask for feedback and model a respectful and collaborative work environment where everyone on the team has a voice”.

Opportunities

Making connections between safety and UW Health Way:

Supporting people to speak up

Just Culture
Survey Comments: Opportunities

• “Remind us that it is safe to speak up”

• “Promote Just Culture and emphasize that Safety and Quality is team-led effort.”

• “Make safety a huddle topic daily”

• “More rounding to listen to staff concerns”

• “Acknowledge when a mistake was made and then focus on action to prevent it in the future”
Culture of Safety Value Stream

**Leadership**
- CEO signed Safety 2025 Commitment
- Leadership competencies
- Leadership expected behaviors

**Stakeholders:**
- Measure of success: COS Survey response: Manager Expectations and Actions Promoting Patient Safety (93%/75%)
- Management Support for Patient Safety (78%/52%)
- # Leaders using team work tools

**How would you monitor this?**
- Culture of Safety Survey
- Go and Sees

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**Teamwork**
- Teaming tools
- R&T Suite of tools
- “People Bundle”
- Safety Coaches

**Stakeholders:**
- Measure of success: # people trained
- Behavioral Observation Tools (BOTs)
- Safety Coach Program

**How would you monitor this?**
- Ongoing Behavioral Observation Tools (BOTs) numbers

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**Communication**
- Safety Call
- RTM cascades
- WINKS
- Safety Forum

**Stakeholders:**
- Measure of success: COS Survey: Communication Openness (83%/64%)
- All leader huddles include safety

**How would you monitor this?**
- Culture of Safety Survey
- Go and Sees

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**Just Culture**
- Just Culture Algorithm
- Human Resources Trained
- Leaders Trained
- Organization Aware

**Stakeholders:**
- Measure of success: Algorithm adoption
- # people trained
- Algorithm used in all discipline decisions
- COS Survey: Nonpunitive Response to Error (75%/51%)

**How would you monitor this?**
- Decreased # Employee Relations Consultant cases
- Increase in 1:1 coaching sessions with algorithm
- Culture of Safety Survey
- HR Exit Survey

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**Learning System**
- BCAs
- SSER
- PI/HFACS
- Culture of Safety Survey (COS)
- HERO safety events
- Patient Safety Organization

**Stakeholders:**
- Measure of success: Increase of HERO events
- % manager follow up in HERO
- Decreasing SSER
- COS Survey: Feedback and Communication about Error (87%/61%)
- Positive trends from PSO

**How would you monitor this?**
- Culture of Safety Survey
- SSER
- HERO
How can you get involved?

• Review your results with your team through Waggle Pulse link
• What ideas does your team have on next steps?
• What can you learn?