

CENTER FOR PATIENT SAFETY
PSO Advisory Group

Minutes from February 19, 2019
Teleconference

Present for the call

EUNICE HALVERSON
RUBY MEHRER
SHELBY COX

JASON WHITE
LEE VARNER
ALEX CHRISTGEN

TAZ MEYER
SUSAN MORI

WELCOME/CALL TO ORDER/INTRODUCTIONS:

The meeting was called to order by Lee Varner at 1404

APPROVAL OF MINUTES:

A motion to approve the minutes was made by Ruby Mehrer. No discussion requested, and minutes approved.

Center for Patient Safety Update:

- **Alex Christgen-** The second half of 2018 was the busiest time CPS has ever had! Our entire team met for a two-day retreat and planning strategy session. We were able to look at the past, present, and plan for the future of our organization.
- Our mission "reducing preventable harm" has two main goals:
 - Raising awareness about patient safety through education and culture change
 - Providing protection through the PSO which is rapidly growing and now spreading across forty-seven states
- We appreciate the time that everyone devotes to this committee as it greatly assists with our EMS focus and provides additional perspectives across the continuum of care.
- **Eunice Halverson-** Provided an update on educational offerings starting with the partnership between CPS and Laerdal to bring simulation to the new version of our Boot Camp that focuses on the EMS leaders. The first course of 2019 will be held at the Laerdal SUN Conference in April.
- CPS is currently working with the Michigan EMS Association to offer a Boot Camp at the Michigan EMS Expo Conference in May.

- We have launched our Learning Series via Webinar, and these can be accessed through our Memberclicks site on our CPS Website. The first webinar is free and covers the Opioid Crisis we are currently facing in Missouri. We have additional webinars planned, and those will be provided with the membership to CPS.
- Eunice also discussed the Small Rural Hospital Improvement Grant Program (SHIP). The purpose of the grant is to provide cost-effective training and education for Small Rural Hospital and Critical Access Hospital staff to help ensure compliance under changing requirements and to provide appropriate care across the care continuum.
- **Shelby Cox-** Provided an update on the EMS Culture Assessment that is currently being completed by the state of Michigan. This assessment includes a report to each agency as well as a roll-up by MCA, Region, and State. All responses are de-identified including individual responses, and agency level for the MCA, Region, and State level. Our follow-up survey responses indicate that all organizations have been happy with the outcome of their EMS Culture Assessment and the assistance and relationship with CPS.
- **Lee Varner-** Provided a PSO Update and discussed the partnership with CPS and ESO. The partnership is dedicated to three geographic locations across the United States and will pull these groups together to collaborate on process improvement. The data will come from the PSO and the data sent to ESO through their patient care reporting software. Scott Bourn is the expert from ESO who lead the quality improvement efforts for the project. The first face-to-face meeting during the ESO Wave Conference in March.
- CPS is planning a PSO User Day in Blue Springs, Missouri on May 1, 2019. This program will start in the morning with the basics and harness the interesting points of PSO. Following lunch, the fun begins with dedicated time for PSO participants only. During this time, we will offer some actionable steps such as building dashboards and running reports in our PSO database.
- Lee also discussed the Patient Safety Goals work that has been completed and how those will be shared widely across the EMS industry. The Commission on Accreditation of Ambulance Services is updating their standards and are in the process of adding a piece on Just Culture and Transitions of Care.

Council Discussion:

- Jason White asked if Kathy could provide an update on the PSO Case Law.
- Taz Meyer commented on the on-going work being done by CPS.

- Susan Mori asked if we had planned a Boot Camp on the West Coast. Lee and Susan will discuss the possibility of bringing a course to the area sometime this year.
- Susan Mori also asked about any current discussions regarding ambulance crashes and running lights and sirens to 911 calls. Lee expressed concern and the sensitivity of the topic. Susan agreed and expressed her concern about the need for public education around the safety of emergency vehicles running with lights and sirens.

Action Items:

- CPS would like to send out a short survey to the committee members requesting their input on the impact we are having with patient safety. The 10-12 questions would be open-ended, anonymous responses requesting input and other ideas around a greater EMS connection.

Meeting Conclusion:

The meeting concluded at 1443

Next Meeting:

The next meeting is scheduled for 2:00 p.m. central time on March 19, 2019.