Safety Committee Meeting Minutes 8/15/2018

Present: Catharina Lee, Kim Riopelle, Katie League, Margaret Flanagan, Kevin Kearney, Eva Hendrix, Laveda Bacetti, Paul Beeker, Parita Patel, Stephanie Donelan, Lawanda Williams, Cyndy Singletary, Alia Bodnar, Aisha Darby, Malcolm Williams

Agenda:

I. **Safety Assessment**
   a. Prior to meeting, copies of the assessment were distributed to all members. They were asked to fill out and bring with them to the meeting
   b. Goal is to send out an iteration of the assessment to a wider group of staff members
   c. Feedback:
      i. The survey is more medically focused – but many aspects are relevant to broader staff. Could be beneficial to split into a Medical and BH version
      ii. It touches on issues that have been brought up by many staff members
      iii. Section B, relevant for new operations staff
      iv. Section D would be a good way to get feedback from staff feeling regarding general communications within the Agency
      v. Answers will likely differ based on department, patient load etc.
      vi. Section F is good because it touches on process issues and how they are modified
      vii. Staff should be told to fill it out based on their personal/team experience and not speculatively for the Agency as a whole
      viii. This will give staff a platform to express concerns anonymously – important because a lot of staff have fears about self-reporting etc.

II. **GRC Data (Medical records, medication error and lab tracking)**
   a. Took all incidents and excluded any physical, verbal, accident and codes – data shows that less than 10% of all incidents reported fall into this category
   b. Numbers are likely low, due to a lack of overall reporting on these issues
   c. How can we create a space where people feel comfortable reporting? What are major deterrents?
      i. Likely a combination of self-reporting (fear of disciplinary action) and/or lack of understanding about the process (e.g. what should be reported)
      ii. People are definitely scared to report some incidents – even when their supervisors have already been informed of the incident
      iii. Need supervisors to reiterate that incident reporting in and of itself is nonpunitive.

        iv.   Supervisors should be attentive to closing the loop and ensuring staff are aware when incidents are closed. Also acknowledging that "closing the loop" might look different to different people and that not all desired outcomes are attainable

        v.   Time is an issue; lack of feedback on resolution; still not what knowing when/what to report

        vi.   Consideration that some behaviors are normalized and that staff have become desensitized and are therefore less likely to report

d. One idea is to focus on one specific type of incident for a set period of time (e.g. medication errors)

e. Ultimate goal is to amass enough data to improve systems

f. Some incidents are already resolved when they are reported – staff unsure whether these need to be reported

g. Should provide staff with more clarity about when/what to report

        i.   Reiterate that patterns and system failures can be identified via incidents, so even apparent one-offs can be useful for the bigger picture

h. Eventually the reporting data will be used as the basis for trainings

i. Goal is to share out to staff how reporting has led to systems change

j. Potential to use Safety Assessment to correlate with GRC data to show areas of under reporting

III.   2019 PI Goals Discussion

a. Increase reporting overall

b. Provide more information on reporting

c. Get survey out to staff (or at least some subset of the questions)

d. Incident reporting guidelines and visibility of data

e. Shift to a platform of continual quality improvement (non-punitive) – highlight folks who are exemplary at quality improvement

IV.   EOC Update

a. All plans will be reviewed starting in Sept 2018

b. Will develop a performance measure – subcommittee will be formed to develop

c. Infection Control Plan will be updated in October 2018

d. Bed bugs: Facilities has purchased full kits. Bugs are not as much of an issue now since it's too hot out. Will be placing glue traps under car seats to increase ability to detect bugs

Next meeting: Wednesday, September 19th at 1pm