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Oregon Patient Safety Commission News

This is the SECOND edition of a monthly e-newsletter from the Oregon Patient Safety Commission to its nursing home participants. The newsletter's objective is to provide you with regular updates regarding the Commission's work as well as pertinent resident safety and quality improvement information. We want this to be useful for **you**, our participants. Please give us feedback. What do you want to know more about? Contact [Amy Gryziec](#) with your comments and suggestions.

Web-Based Reporting Form Coming Soon

The Commission is in the final stretch of completing its new and improved web-based serious adverse event reporting form. Two nursing home participants piloted this form. Each used it for one serious and one non-serious adverse event. Feedback was positive; "we found the event form easy to use," said one.

The web-based reporting form will be simpler for participants to access and use. Going to a secure website to complete the form eliminates the need for secure/certified email. The form uses drop-down menus and gives the user the ability to save and/or print the document. All of the data will be securely downloaded into a database, making quarterly reports easy to access and distribute.

We expect that the form will be finalized and ready for use in June. Amy will then begin training participants to the web-based reporting form. Training will involve review of the form and participants will receive a quality and resident safety reference manual. [Return to Top](#)

Event Investigation Guide

"If you do not know how to ask the right question, you discover nothing."
W. Edwards Deming

Representatives from the Commission, the State Public Health Division, Adult Protective Services and the Tualatin Client Care Monitoring Unit are participating in the Patient Safety Improvement Corps (PSIC), a training sponsored by the Agency for Healthcare Research & Quality (AHRQ) and the Department of Veterans Affairs (VA) partnership. PSIC's goal is to improve patient/resident safety by providing knowledge and skills to teams. For more information, please visit the PSIC [website](#).



Oregon's PSIC team chose to focus their work on developing a nursing home adverse event investigation tool. Based upon Root Cause Analysis process, the goal is to improve resident safety and promote common understanding and language around resident safety between providers and regulators. Two nursing home providers, in conjunction with representatives from OHCA and the Alliance, participated in developing and testing the tool. An Implementation Team will work on an education and roll-out plan slated for this summer.

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The Commission's North Star Goal

"A dream is a feeling that sticks – and propels." Jim Collins

In January 2008, the Commission's Board of Directors presented a challenge to Oregon. This challenge, also called a North Star goal, is, "Oregon will have the safest health care system in the country by 2010."

The concept of a North Star goal comes from James Collins' and Jerry Porras' article, *Building Your Company's Vision*, in which they reference a Big Hairy Audacious Goal (BHAG, pronounced bee-hag). "A true BHAG is clear and compelling, serves as unifying focal point of effort, and acts as a clear catalyst for team spirit. It has a clear finish line, so the organization can know when it has achieved the goal; people like to shoot for finish lines." (*Collins and Porras, 1996*)

The Commission, with OHCA, the Alliance and its many other partners, is working on a measurement tool that aligns with the North Star goal. The tool is based on six fundamental patient/resident safety questions with short and long-term measures for hospitals, nursing homes and ambulatory surgery centers. All measures glean data from current sources.

We look forward to working with you to meet our North Star goal..."Oregon will have the safest health care system in the country by 2010." [Return to Top](#)

Nursing Home Expert Panel Update

The Nursing Home Expert Panel met again on April 25. At this meeting, they decided to focus their work on falls management. The project aligns with the Panel's chosen change model - *focus on cooperative quality in individual nursing homes with full consideration of regulatory agencies*. The Expert Panel meets again on May 23 and will review two falls management programs from New Jersey and Tennessee as a starting point.

The Panel also agreed to serve as a resource for nursing home providers' inquiries. If you have a resident safety or quality improvement question, please contact Amy. She will confidentially and anonymously pass your question to Panel members and reply to you with their answers. This is one of the benefits of Commission participation; use us as a resource! [Return to Top](#)

Special thanks to each panel member for their commitment and support!

Linda Dreyer, Acumentra

Sharon Faulk, Pinnacle Health Care

Patti Garibaldi, Marquis Companies

Ruth Gulyas, The Alliance

Demi Haffenreffer, Haffenreffer & Associates

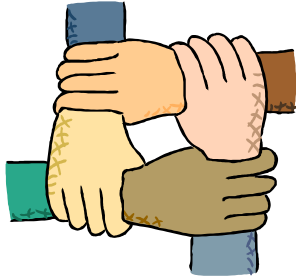
Sarah Hout, Seniors & People with Disabilities

Linda Kirschbaum, OHCA

Pressure Ulcers and Transitional Care

Oregon's Advancing Excellence in America's Nursing Homes (AE) and Institute for Health Care Improvement (IHI) groups both have quality improvement goals specific to pressure ulcers. As such, they joined forces and developed a Joint Committee. The Joint Committee's goals include:

- reducing the prevalence of pressure ulcers in Oregon
- improving the coordination of care for Oregonians at risk for or with pressure ulcers as they transition from one care setting to another



Thus far, an Advisory Panel has met and formalized best practices to prevent and minimize pressure ulcers across all settings - hospitals, nursing homes, home health and community-based care. Two community teams, comprised of representation from each part of the continuum, were then recruited to compare current practice to best practice, measure baseline prevalence, complete a case review and develop a handoff dataset process. Their work will be complete in September. We look forward to sharing learnings and findings with you, then spreading the good work throughout the state!

Special thanks to the communities of The Dalles and Lebanon for volunteering to be involved in this important work!

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