



Oregon

Kate Brown, Governor

Department of Human Services

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Information Memorandum

Community Based Care/Nursing Facility Providers

IM-17-22-NF

Date: August 31, 2017
From: Oregon Patient Safety Commission
Subject: **Training-Patient Safety**

The Oregon Patient Safety Commission is having a full day training in November with a focus on communication related to Adverse Events for healthcare professionals.

Please see the attached brochure for information on the training. Contact information for questions is info@oregonpatientsafety.org

For general information contact the DHS Safety, Oversight, & Quality Unit or visit the DHS Web site at www.oregon.gov/DHS/

[NF.Licensing@state.or.us](mailto:NFLicensing@state.or.us)

Speak Up for Patient Safety

Communicating Before, During, and After an Adverse Event

November 3, 2017

Oregon Veterans' Home , Lebanon, OR



oregonpatientsafety.org

Speak Up for Patient Safety

Communicating Before, During, and After an Adverse Event

November 3, 2017
8:30 a.m.—4:00 p.m.
Oregon Veterans' Home , Lebanon, OR

Overview

In 2016, over half of all adverse events reported to Oregon's Patient Safety Reporting Program named communication breakdowns as a key factor contributing to the event. Addressing communication breakdowns can be daunting. Get practical tools and skills to make immediate and lasting improvements to communication, both among staff and with patients.

Before an adverse event occurs, healthcare providers that practice within a culture of safety can identify and report patient safety risks without fear, and prepare how they will respond when things don't go as planned. Learn how to build trust within your facility, be proactive rather than reactive, and integrate patient safety into your daily processes.

During patient care, especially when adverse events occur, providers need concrete strategies to ensure strong communication. Learn the Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPs) Essentials—an overview of key communication tools that improve teamwork, reduce the chance of adverse events, and help you and your team provide safer patient care.

After an adverse event, providers should be prepared to communicate with patients and families about what happened. Learn why, how, and what to communicate to patients and families, and find out how communication supports the emotional well-being of both patients and involved providers. Lastly, learn strategies for making sustainable patient safety improvements in your organization.

Who Should Attend

Healthcare professionals, from across the healthcare continuum, involved in adverse event reporting and analysis, communication with patients and families, and resolution processes; as well as healthcare leadership and management staff.

Course Objectives

- Describe the characteristics of a Just Culture
- Identify one or more strategies you plan to use to improve the culture in your workplace
- Describe the components of a multi-team system that ensure patient safety
- Identify a communication problem, challenge, or opportunity in your workplace; select at least one TeamSTEPPS tool that you plan to introduce to address the problem
- Identify the essential components of an effective Communication and Resolution Program
- Understand how to use OPSC programs to support learning and adverse event resolution in your organization

Presenters

Patient Safety Commission Staff

Tom Stuebner
Executive Director

Barbara Wade
Director of Patient Safety Programs

Mary Ludlum
Patient Safety Consultant

Beth Kaye
Program Manager, Early Discussion and Resolution

Cost

Light breakfast and lunch included.

- Individual: \$99
- Team Rate: \$85 per person for two or more attendees from the same organization

Register

speak-up-for-safety-2017-2.eventbrite.com

Cancellation Policy: Cancellations must be received 72 hours before the event to receive a full refund. Cancellations made less than 72 hours in advance are not eligible for a refund.

CE Available

Continuing education (CE) credit will be available for nurses,* nursing facility administrators, pharmacists, and Certified Professionals in Patient Safety (CPPS).

*Provider approved by the California Board of Registered Nursing, Provider #16180, for 7.4 contact hours (pending approval)

Questions?

info@oregonpatientsafety.org