

Task Force on Resolution of Adverse Healthcare Incidents Meeting Minutes

March 8, 2023 | 2:30 – 4:00 p.m. | 1201 SW 12th Ave. Portland OR, 97205 + Virtual Option

Attendees

		Present	Virtual	Absent
Task Force Members	Jeff Goldenberg (Advocate for Patient Safety)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Anthony Jackson (At Large Member)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Robert Joondeph (Public Member)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	John Moorhead (Practicing Physician)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Margaret Mikula (Practicing Physician)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Cameron Padilla (Hospital Representative)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Tina Stupasky (Trial Lawyer)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OPSC Staff	Valerie Harmon (Executive Director)			
	Beth Kaye (EDR Program Director)			
	Linda Lancaster (EDR Program Manager)			
	Stephanie Warren (Program Assistant)			
Guests	Amanda Bemetz (OPSC Board of Directors)			
	Kristi Ketchum (OPSC Board of Directors)			
	Dana Selover (OPSC Board of Directors)			
	Jessica Morris (OPSC Board of Directors)			
	Mark Bonanno (Oregon Medical Association)			
	Tom Gallagher, MD (Collaborative for Accountability and Improvement))			

Agenda Items

Welcome and Introductions	This meeting of the Task Force on Resolution of Adverse Healthcare Incidents (Task Force) was called to order by John Moorhead at 2:30 p.m. Beth Kaye welcomed members of the public and took the attendance of Task Force members. (Note: The meeting began without a quorum, but with assurances that a member would join soon. All discussion items we held until a quorum was present.)
Patient at the Center	Beth Kaye shared the video “Responding to Patient Safety Incidents - Kathryn's Story” from the National Health Service (NHS) England. In the video, Kathryn shares her experience following an incident where failure to flush a cannula following surgery left her temporarily paralyzed and unable

to speak. The NHS response was fast, compassionate, and thorough, and included the patient's input.

[Watch the full video](#) on YouTube

Early Discussion and Resolution Program Updates

Beth Kaye provided Early Discussion and Resolution program updates.

Data Process Strategy Development

- Anticipated completion by May 2023
- OPSC will develop an implementation plan based on the Center for Outcomes Research and Education's (CORE) recommendations.
 - Incorporate equity into data collection, analysis, and reporting.
 - Ensure a cohesive set of data practices that will support effective program operations as well as the learning and program evaluation needs of OPSC's staff, Board of Directors, and the Task Force.

Outreach Strategy Development

- **Short-term initiatives:** Focused on providing actionable information about EDR for two key audiences: patients and their families and healthcare providers.
 - OPSC is continuing outreach efforts to attorneys (who patients often turn to) by running ads in the Oregon Trial Lawyer Association's *Trial Lawyer* magazine.
- **Long-term initiatives:** OPSC has contracted with Brink Communications to develop a strategic outreach plan focused on reaching the general public. Brink was selected in part because of its experience partnering with community-based organizations to develop communications plans to reach historically and structurally underserved communities.
 - **Progress:** Initial project planning and developing stakeholder interview guide for public input.
 - **Next Steps:** Identify key community stakeholders and begin recruitment for interviews to inform the public outreach plan.
 - Valerie Harmon emphasized that, although it is outside the scope of this project, OPSC remains committed to engaging with the healthcare community.

Other Priorities

- Establish standardized documentation tool to guide EDR workflow processes
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Task Force Membership

Open Seats

- **Voting Members**
 - **Current Vacancies:** Physician (in active practice), Trial Lawyers (2)
 - **Legislative Members**
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- **Current Vacancies:** House Republican, House Democrat, Senate Republican, Senate Democrat

Eligible for Reappointment

- Representative of the Hospital Industry

Upcoming Vacancies

- Physician (in active practice, available June 30, 2023)
- Trial Lawyer (available August 31, 2023)
- Public Member (available August 31, 2023)

Beth Kaye thanked Task Force members who have assisted in recruitment efforts and encouraged all members to refer potential applicants to OPSC.

Executive Director’s Report

Valerie Harmon provided her report.

Administration Transition

- Agency support, alignment, and accountability
 - Working with the Governor’s office with Task Force membership needs and the appointment process.
 - Advisor has been assigned to work directly with OPSC.
 - OPSC is proactively planning for Task Force officer appointments, reappointments, and vacancies.

2023-2025 Biennial Budget Planning

- Anticipated 10% budget cut to EDR.
- Considering program opportunities to build statewide capacity.

Potential Opportunity to Build Statewide Capacity

Valerie Harmon and John Moorhead introduced Dr. Thomas H. Gallagher, MD, Executive Director of the Collaborative for Accountability and Improvement (CAI). CAI is partnering with Ariadne Labs on the Pathway to Accountability, Compassion and Transparency (PACT) Collaborative, an effort to build capacity in U.S. healthcare organizations to respond to medical harm events using best practices that promote transparency, compassion, and shared learning.

[Watch the recording of Dr. Gallagher’s presentation](#)

Mission Alignment with OPSC

- Dr. Gallagher emphasized the close alignment between the respective missions of the PACT Collaborative and OPSC and their shared commitment to making patient safety information and tools more broadly available.
- Oregon healthcare organizations can participate in the second cohort of the PACT Collaborative, beginning in July 2023.
- Potential partnership could begin with a collaborative cohort with five Oregon facilities.
 - Jointly facilitated by OPSC and PACT
 - Traditional learning sessions with robust curriculum and cohort check-ins to incorporate Oregon-specific context,

including the use of EDR to support Communication and Resolution Programs (CRPs)

- OPSC staff and Board of Directors, and EDR Task Force members invited to join learning sessions
- Five facilities would act as future program models and mentors

Task Force Discussion

- John Moorhead agreed that Oregon must build its capacity to respond to medical harm by using the best practice model, like a CRP, and to learn from others.
- John asked for clarification on deciding on five Oregon participants, specifically health systems versus individual facilities.
 - Dr. Gallagher clarified that ideally the five Oregon participants would be from different Oregon healthcare systems, but that he would also welcome the participation of multiple facilities from one system.
 - In phase one, PACT found participants enjoyed learning from one another and recommended participants from different systems participate in the initial cohort.
- Bob Joondeph asked if PACT's approach would work in behavioral health/mental health settings and if its scope currently includes behavioral health events (e.g., patient concerns about medication or treatment in mental health/behavioral health treatment settings).
 - Dr. Gallagher explained that the PACT Collaborative asks each participant to define what events will be CRP-eligible under their CRP plan.
 - Dr. Gallagher said all patients could benefit from the CRP approach because of its emphasis on building frontline clinicians' empathetic communication skills so they can better respond to patient complaints and dissatisfaction.
- Jeff Goldenberg noted that a CRP serves a different function from EDR and expressed support for efforts to implement CRPs on a larger scale in Oregon.

John Moorhead moved that the Task Force consider making a recommendation to OPSC's Board of Directors to consider including support for the PACT Collaborative in their 2023-2025 biennial budget to help build capacity in Oregon's healthcare system for responding to and learning from harm in a way that prioritizes patient safety, transparency, and learning. Specifically, that the board consider resources to support:

- Interested organizations who may want to participate in the PACT Community of Practice
- A small cohort of five Oregon healthcare organizations to participate in the PACT Collaborative.

Prior to the roll call vote, Margaret Mikula asked who would benefit most from participating in the PACT Collaborative and if OPSC has a baseline understanding of what Oregon healthcare systems and facilities are already doing?

- Valerie Harmon responded that OPSC does not have clear data to determine a baseline.
 - Offering the opportunity to participate in the PACT Collaborative would allow Oregon healthcare organizations to self-select. Oregon could start small, with five trained organizations, and build from there.
- John Moorhead noted that some healthcare organizations have CRPs but do not use them consistently.
 - Margaret Mikula suggested OPSC consider developing messaging to encourage organizations at any stage of their CRP implementation process to participate in the PACT Collaborative. The support from peers will be very valuable.

Action Item: Task Force Recommendation to the OPSC Board of Directors

- **Motion:** John Moorhead moved that the Task Force make a recommendation to OPSC's Board of Directors to include support for PACT in its 2023-25 biennial budget to help build capacity in Oregon's healthcare system for responding to and learning from harm in a way that prioritizes patient safety, transparency, and learning. Specifically, that the board consider resources to support:
 - Interested organizations to participate in the PACT Community of Practice
 - A small cohort of Oregon healthcare organizations to participate in the PACT Collaborative.
- Bob Joondeph seconded.
- **Vote:** Jeff Goldenberg, Bob Joondeph, Anthony Jackson, Margaret Mikula, John Moorhead, and Tina Stupasky voted in favor. The motion passed.

OPSC will provide the Task Force's recommendation to the OPSC Board of Directors at the April 11, 2023, meeting.

Task Force Leadership Transition

Officer Transition Planning

- **Co-chair:** John Moorhead (second term ends June 30, 2023)
- **Co-chair:** Tina Stupasky (second term ends August 31, 2023)

John Moorhead reported that both Margaret Mikula and Bob Joondeph had volunteered to serve as leaders of the Task Force effective July 1, 2023, subject to approval by Governor Kotek. He thanked them for volunteering. He then suggested that the Task Force move on its recommendation to the Governor at this meeting, to begin the appointment process.

Action Item: Task Force Co-chair Recommendations

- **Motion:** John Moorhead moved that the Task Force recommend that the Governor appoint Bob Joondeph and Margaret Mikula as Task Force co-chairs. Tina Stupasky seconded.
- **Vote:** Jeff Goldenberg, Anthony Jackson, John Moorhead, and Tina Stupasky voted in favor. The motion was passed. Bob Joondeph and Margaret Mikula recused themselves from the vote considering their own appointment as co-chairs.

OPSC will provide the Task Force’s co-chair recommendations to the Governor’s office to begin the leadership transition process.

Review and Approve Minutes	John Moorhead requested that the Task Force review and approve the December 14, 2022, Task Force meeting minutes.
	<p>Action Item: Approve December 14, 2022, Meeting Minutes</p> <ul style="list-style-type: none"> • Motion: Bob Joondeph moved to approve the minutes of the December 14, 2022, Task Force meeting. Margaret Mikula seconded. • Vote: Jeff Goldenberg, Bob Joondeph, Anthony Jackson, Margaret Mikula, John Moorhead, and Tina Stupasky voted in favor. The motion was passed.
Public Comment	No public comments were submitted prior to the meeting and the guests declined an opportunity to comment.
Upcoming Task Force Meeting	<p>The next Task Force meeting is scheduled for June 14, 2023. The meeting schedule and packet will be available on the Our Governance page of the OPSC website.</p> <p>Task Force members are invited to contact OPSC staff or the co-chairs if they would like to give the Patient at the Center story or suggest items for an upcoming Task Force agenda.</p> <p>Suggested agenda items for the June 14, 2023, meeting include:</p> <ul style="list-style-type: none"> • Data process strategy update • Outreach strategy development update
Evaluation Reminder and Adjourn	The meeting was adjourned at 4:00 p.m. Task Force members will receive an email with the link to take an electronic meeting evaluation.

These meeting minutes were approved by the Task Force on June 14, 2023.