

Task Force on Resolution of Adverse Healthcare Incidents Meeting Summary

June 14, 2023 | 2:30 – 4:00 p.m. | 1201 SW 12th Ave. Portland OR, 97205 + Virtual Option

This meeting summary provides an overview of the information shared during this meeting, along with motions and votes. For complete contents of this meeting, a [video recording](#), including chapters for each agenda item, is available on [OPSC’s YouTube channel](#).

| Attendees | | Present | Virtual | Absent |
|--------------------|---|-------------------------------------|-------------------------------------|-------------------------------------|
| Task Force Members | Diego Conde (Trial Lawyer) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Rhett Fraser (Trial Lawyer) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Jeff Goldenberg (Advocate for Patient Safety) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Anthony Jackson (At Large Member) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Robert Joondeph (Public Member) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Samuel Kim (Practicing Physician) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | John Moorhead (Practicing Physician) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Cameron Padilla (Hospital Representative) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Margaret Mikula (Practicing Physician) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Tina Stupasky (Trial Lawyer) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Rep. Maxine Dexter (Democratic Representative) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Rep. Cyrus Javadi (Republican Representative) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| OPSC Staff | Valerie Harmon (Interim Executive Director) | | | |
| | Sydney Edlund (Director of Program and Policy Analysis) | | | |
| | Beth Kaye (EDR Program Director) | | | |
| | Linda Lancaster (EDR Program Manager) | | | |
| | Stephanie Warren (Program Assistant) | | | |
| Guests | Danielle Meyer (Oregon Association of Hospitals & Health Systems) | | | |
| | Mark Bonanno (Oregon Medical Association) | | | |

Agenda Items

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| Welcome, Introductions, Review Agenda and Approve Minutes Tina Stupasky, All | Meeting Convened: Task Force on Resolution of Adverse Healthcare Incidents (Task Force) was called to order by Tina Stupasky at 2:34 p.m. Beth Kaye conducted roll call for attendance. Action Item: Approve March 8, 2023, Meeting Minutes |
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Tina Stupasky called for a motion to approve the March 8, 2023, Task Force meeting minutes.

- **Motion:** Bob Joondeph moved to approve the March 8, 2023, Task Force meeting minutes and Margaret Mikula seconded.
- **Vote:** Tina Stupasky called for a vote to approve the March 8, 2023, Task Force meeting minutes and Beth Kaye conducted a roll call vote. Anthony Jackson, Bob Joondeph, John Moorhead, Margaret Mikula, and Tina Stupasky voted in favor. Diego Conde, Rhett Fraser, and Cameron Padilla abstained. The motion passed.

The Patient at the Center

Beth Kaye

Beth Kaye read an excerpt from Episode 8 “Medical Errors” of the Dr. Patient Podcast. Host Dr. Heather Johnson shares her own story of a medical error as a patient. Dr. Heather Johnson’s story highlights the importance of open communication, honesty, and disclosure for patients after a medical error.

Listen to the [Episode 8 "Medical Errors" of the Dr. Patient Podcast](#)

Task Force Discussion

Task Force members noted how much progress still needs to be made to encourage proactive, transparent responses after medical errors and strengthen the provider-patient relationship.

Listen to the [Task Force discussion](#).

Executive Director’s Report

Valerie Harmon

Task Force Membership Update

- **Upcoming Reappointment:** Hospital Representative
- **Upcoming Open Positions:** Physician (in active practice), Trial Lawyer, At Large Member (Public Member)
- **Co-Chair Transition:** The Task Force thanks departing co-chairs Dr. John Moorhead and Tina Stupasky for their service and welcomes co-chairs Bob Joondeph and Margaret Mikula.
- **New Members:** The Task Force welcomes Diego Conde, Rhett Fraser, Representative Maxine Dexter, and Representative Cyrus Javadi.

OPSC and PACT Partnership Update

The Pathway to Accountability, Compassion and Transparency (PACT) Collaborative Oregon Cohort Virtual Information Session is scheduled for Thursday, June 22, 2023, from 11-11:30 a.m. (PT). A recording of the session will be available after the event.

Data Process Strategy Recommendations

Sydney Edlund

Center for Outcomes Research and Education (CORE) completed their work and submitted their final report and recommendations in early April 2023.

Sydney Edlund provided an overview of CORE’s 28 recommendations and shared OPSC’s prioritized recommendations for 2023 implementation:

- Give patients/family members a unique login so they can check and update information over time (5a)
- Add patient race/ethnicity and patient language to the Request for Conversation (1a & 1b)
- Add an intake interview question to the Request for Conversation (2a)

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- Make small changes to existing questions (2d & 5c)
 - New or revised Resolution Report questions (including the satisfaction question) (4a-4h)

Task Force Discussion

Bob Joondeph asked OPSC staff to explain their thinking behind the recommendation “Add an intake interview question to the Request for Conversation (2a)”.

- Sydney responded that asking people how they learn about EDR is critical to understanding which communications channels being used to share about EDR have been successful and why.

Listen to the [Task Force discussion](#).

EDR Outreach Activities Update

Miranda Brown and Mireaya Medina, Brink Communications

Miranda Brown and Mireaya Medina presented an overview of the strategic communications and outreach plan Brink Communications (Brink) developed for OPSC’s EDR program. The overview included information about priority audiences, key findings from stakeholder interviews, communication strategies, and next steps.

Listen to [Brink’s presentation](#).

Task Force Discussion

Anthony Jackson shared his longstanding support for outreach to underserved communities in Oregon. He offered to provide future outreach support to the Task Force as a non-member, dependent on his availability.

EDR 2023 Annual Report
Beth Kaye

Beth reported that the EDR 2023 annual report will provide a status update about progress made and next steps toward three identified goals:

- Update EDR data process strategy.
- Develop a strategic communication plan to increase awareness about EDR that prioritizes equitable information dissemination.
- Increase statewide capacity to respond to and learn from medical harm events.

The report will also include EDR program use data.

Task Force Discussion

Margaret Mikula identified an opportunity to explore baseline for communication and resolution programs (CRPs) in Oregon—who has programs and where are they at in their program development—to better understand what the goals are, which may be raising existing programs to the same level or starting new programs.

Listen to the [Task Force discussion](#).

Public Comment and Upcoming Task Force Meeting

Tina Stupasky

No public comments were submitted prior to the meeting. Guest Mark Bonanno, on behalf of the Oregon Medical Association, thanked Dr. John Moorhead for his contribution to the Task Force.

September 13, 2023, Meeting

- Data process implementation update
 - EDR outreach strategy update
 - PACT collaborative update
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- Discussion of EDR 2023 annual report
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Evaluation Reminder
and Adjourn

Tina Stupasky

Meeting Adjourned: 4:08 p.m.

Next Meeting: September 13, 2023

The meeting schedule and materials will be available on [Our Governance page](#) of the OPSC website. Task Force members will receive an email with the link to take an electronic meeting evaluation.
