

Task Force on Resolution of Adverse Healthcare Incidents

Meeting Summary

March 13, 2024 | 2:30pm – 4:00pm | Virtual Meeting

The following summary provides an overview of the information shared during this meeting, including motions and votes.

Task Force Member Attendees	Present: Diego Conde, Robert Joondeph, Samuel Kim, Cameron Padilla, Margaret Mikula, Alex Skog Absent: Rhett Fraser, Jeff Goldenberg, Representative Maxine Dexter, Representative Cyrus Javadi
Staff Attendees	Valerie Harmon, Stephanie Warren, Sydney Edlund
Guest Speakers	None

Welcome & Introductions

- Meeting Convened
 - Meeting called to order by: Bob Joondeph at 2:34pm
 - Attendance taken: Quorum was achieved at 2:44pm (See above for details)

Housekeeping

- Reviewed agenda
- Approval of the December 13, 2023, Meeting Summary will be added as an agenda item to the June 12, 2024, Task Force meeting, as quorum was not present at the time of this agenda item

Patient at the Center

- Patient at the Center shared by Valerie Harmon.
- Take Aways & Task Force Comment: Human connection is an important part of providing patient care. Frank, empathic, and open conversations help all involved parties move forward when mistakes happen, and health systems can prepare providers for these conversations with facilitation and training.

OPSC Updates

- Strategic Planning
 - OPSC hosted roundtables with providers, health systems, and patients to discuss awareness and engagement.
- Team Structure and Recruitment
 - OPSC is creating a cross-functional team model to benefit daily operations and support organizational stability and development, including a senior-level program role to serve in a more external capacity and lead engagement efforts.
- Strengthening Our Early Discussion and Resolution (EDR) Data Strategy
 - Patient accounts have been released, allowing patients real-time access to their Request.
 - In alignment with the State of Oregon's REALD, OPSC has released new demographic questions to gather more information about EDR use and improving the data collected.
- For Consideration: Patient Safety Systems Scan
 - OPSC is doing initial research to conduct an ongoing scan to better understand what systems are in place for responding to and learning from harm in Oregon.
 - Margaret noted that health systems could be championed by OPSC for having patient safety programs in place, and for organizations who need support building upon their existing programs, OPSC could provide additional tools and resources.

EDR Program Updates

Sydney provided an EDR data summary to the Task Force.

- EDR has 352 total requests in the system with 79% resulting in at least one follow-up survey.
- Requests have historically come from patients; the last provider request received was Q1 2020.
- The COVID-19 pandemic, beginning in 2020, continues to have an impact on the number of requests received by EDR.
- Data-Supported EDR Priorities
 - OPSC continues public outreach and awareness work through the ongoing development of an EDR public outreach campaign with the vetting of a local communications firm.
 - Additionally, OPSC is increasing awareness with advertising to applicable audiences, making content more accessible, and a continued commitment to equity.

Task Force Future Planning

Valerie noted the 10th anniversary of EDR is July 2024, and Task Force members discussed future planning.

- Diego noted wanting to continue learning and provide more input to further develop the EDR program. He wants trial lawyers to feel comfortable with referring their clients to EDR when other avenues are no longer available.
- Alex acknowledged providers' fears of legal repercussions and emotional burden when harm occurs, and that EDR could be a positive avenue to alleviate those concerns. He noted the importance of continued outreach efforts, increasing public awareness of and confidence in EDR.

- Samuel requested continued metrics and data be presented to the Task Force to reflect EDR’s increased engagement and success.
- Cameron noted that regular training and engagement opportunities for healthcare leaders are important to increase healthcare worker participation with OPSC.
- Margaret marked the importance of being data informed to understand the state of Oregon health systems and determine the direction of EDR by setting timelines and increasing statewide utilization.
- Bob noted safety is a priority and continuing to factor equity into EDR’s data collection, ensuring historically marginalized Oregonians have knowledge of and access to EDR.

Public Comment

- No public comments were submitted prior to or during the meeting.

Upcoming Meeting(s)

- June 3, 2024: Task Force Meeting, 2:30pm-4:00pm
 - Approve December 13, 2023, Meeting Summary

Adjourn

- **Meeting Adjourned:** 04:06pm

Note: The meeting schedule and materials for the OPSC Task Force will be available on the [Our Governance page](#) of the OPSC website.

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