

Northwest Safety and Quality Partnership

Oregon Association
of Hospitals and Health Systems

Washington State
Hospital Association

Northwest Safety and Quality Partnership *CNO and Quality Leader Learning Collaborative*

August 20, 2020 | 9:00 a.m. - 12:30 p.m.

Virtual Meeting

<https://attendee.gototraining.com/r/6563595543580422401>

Objectives:

- Hear from a hospital team member about her experience in working on the frontlines during a pandemic
- Learn from hospitals in the region how they have implemented high reliability tools and concepts in their organization to change their culture
- Engage in learning and discussion about ways to approach harm events in hospitals

Agenda:

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| 9:00 a.m. | Welcome, Housekeeping and Program Updates | Holly Nickerson
Asante |
| 9:15 a.m. | Hospital Team Member Story: <i>Working During a Pandemic</i> | Amy Mott
Harborview Medical Center |
| | An ICU nurse describes her experience caring for patients during the pandemic at Harborview Medical Center and at an Illinois ICU through an exchange program. She offers reflections on staff wellness and leadership support. | |
| 9:30 a.m. | High Reliability: <i>Highlighting the Hospital Journey</i> | Holly Nickerson
Asante
Dana Nelson-Peterson
Virginia Mason Medical Center |
| | Learn about two organizations' work implementing high reliability tools and principles to improve safety culture. | |
| 10:30 a.m. | Break | |
| 10:45 a.m. | RCA Event Response: <i>Looking Through the Lens of CRP</i> | Cat Mazzawy et al
Washington State Hospital Association |
| | Understand how to apply Communication and Resolution Program principles in responding to harm events. Hear examples from hospitals of successful event response programs. | |
| 12:15 p.m. | Closing Remarks and Adjourn | Holly Nickerson |