



True North Patient Safety Organization ANNUAL REPORT 2020

Patient Safety is our Primary Mission



A COMPONENT ORGANIZATION OF NORTHWELL HEALTH

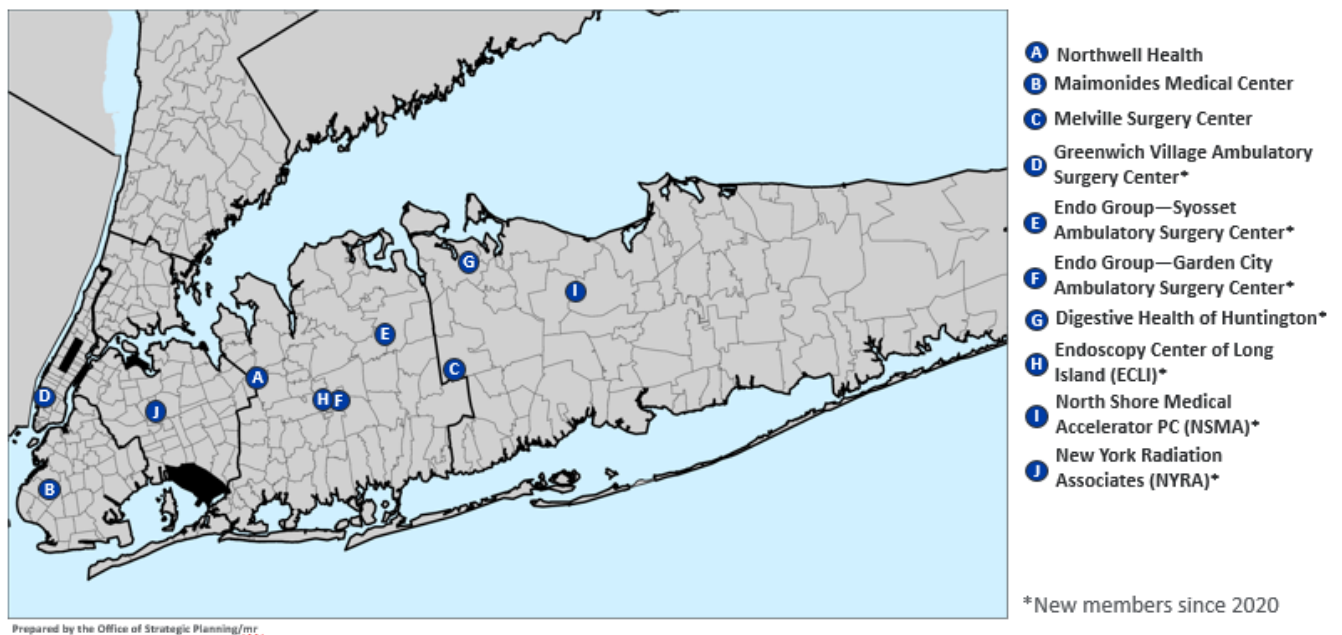
I. About Us

True North Patient Safety Organization, Inc.

True North Patient Safety Organization, Inc. is a component organization of Northwell Health, which acts independently of Northwell Health. True North Patient Safety Organization's (PSO's) mission is to constantly improve patient safety and quality of care by collecting and analyzing patient safety information, and sharing information to eliminate preventable harm. True North PSO's goal is to be recognized as a gold standard for patient safety within national health systems.

Membership

True North PSO membership grew during 2020 with the addition of 5 Ambulatory Surgical Centers (ASCs) and 2 Radiation Oncology sites.



II. Participant Engagement

Early in 2020, True North PSO leadership made onboarding visits to several member sites in order to introduce themselves and educate staff on participation in a PSO. These visits included a presentation explaining PSOs and important concepts such as Patient Safety Work Product (PSWP) and the Patient Safety Evaluation System (PSES). The True North PSO governance and management structure, as well as key PSO operational functions, were reviewed. Obligations of PSO participants with respect to confidentiality were explained. Those in attendance had the opportunity to ask questions of the PSO Executive Director, Chief Counsel, and Quality Director. Resources were provided including the Participant Manual, a quick reference document, and slide presentation. Necessary paperwork including the participant confidentiality agreements were signed.

As it became clear that the COVID-19 pandemic was going to interrupt routine business and prevent further in-person onboarding visits, True North PSO planned to move forward in a virtual environment. Participant training was reproduced as an e-learning module and paperwork was converted to electronic

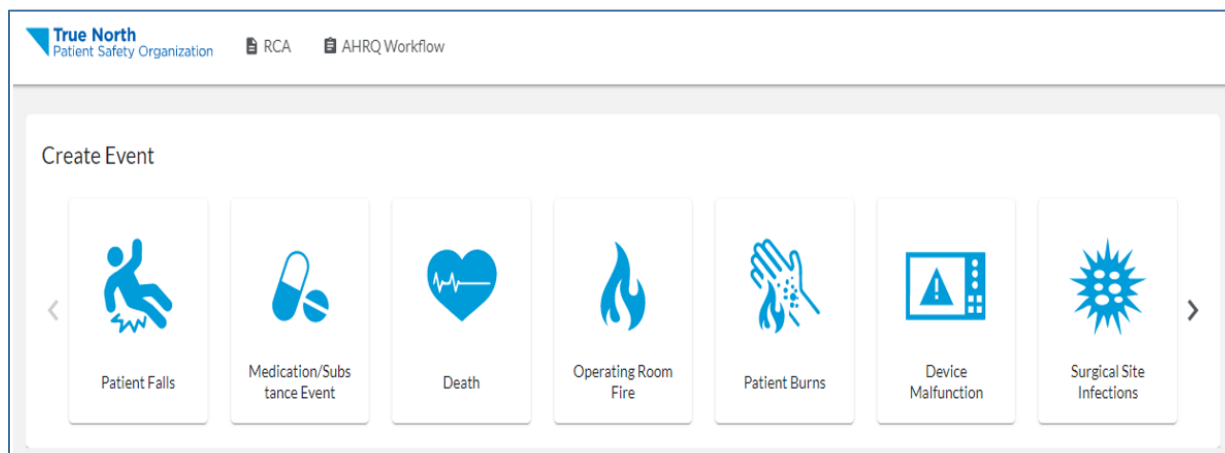
forms. This enabled True North PSO to continue onboarding and engaging participant sites during the pandemic, which in turn allowed the PSO to offer support to its members during these challenging times.

In the fall of 2020 the first issue of True North PSO News was distributed to PSO participants. It included information on Patient Safety Organizations, benefits of participating in a PSO, and PSO contact information. The Legal Briefs section provided guidance for protecting PSWP and noted PSO related cases currently in the courts that are being monitored. The Download section explained the AHRQ Common Formats and the [Network of Patient Safety Databases \(NPSD\)](#). The newsletter also included Recommended Reads, Questions and Answers, and Industry Updates & Offerings.

III. True North Quality and Patient Safety & Reporting Tool

True North PSO partnered with the Northwell Software Engineering Department to create a Quality and Patient Safety Reporting Tool to safely collect data from PSO participants. The tool was developed to be the core of True North PSO's Patient Safety Evaluation System (PSES) with a focus on the security of Patient Safety Work Product (PSWP) and ease of use. In an effort to limit burden on participating organizations that already have an electronic incident reporting system, the developed tool was designed with functionality to import relevant data from one system into the True North reporting tool.

Events and quality data that are submitted to the PSO will be analyzed to identify learning opportunities that can be shared and disseminated to the larger PSO membership. Patient safety events will be collected consistent with the AHRQ Common Formats allowing for de-identified data to be submitted to the PSO Privacy Protection Center (PPC) for inclusion in the [Network of Patient Safety Databases \(NPSD\)](#).



The software is expected to begin to be rolled out to True North PSO member sites in the first quarter of 2021. The patient safety event types for reporting are as follows:

- Patient Burns
- Wrong Site, Wrong Side, Wrong Patient, Wrong Procedure, Wrong Implant
- Patient Falls
- Unintended retention of a foreign object
- Surgical Site Infections (SSI)

- Operating room (OR) fire
- Medication or Other Substance event
- Device Malfunction
- Intra-operative or immediately post-operative/post procedure death
- Other patient safety event
- Irretrievable loss of a biologic specimen
- All Cause Hospital transfer/admission
- All Cause Hospital admission within 1 day of discharge
- All Cause ED visit within 1 day of discharge

IV. Safe Tables

Safe Tables are confidential meetings of PSO participants where a specific adverse or near miss event is presented and analyzed. Contributing factors, root causes and risk reduction strategies coupled with other best practices are discussed to heighten awareness across the PSO. Applicable resources are disseminated post meeting to assist organizations in proactive risk mitigation. These meetings also allow for the demonstration of different quality management tools (e.g. proactive risk assessment, FMEA) that can be employed to further identify and reduce risk. During 2020 True North PSO hosted and facilitated two Safe Table meetings with topics of relevance given the COVID-19 pandemic and its impact on Ambulatory Surgery Centers (ASCs).

In August, as COVID-19 efforts shifted to recovery, True North PSO sought to offer guidance and support to member ASCs beginning to perform procedures after having them postponed for months. It hosted its first Safe Table meeting with the topic of **Managing the Unexpected in Times of Uncertainty: COVID-19 Testing in the Outpatient Ambulatory Setting**. During this meeting a participating organization shared a case involving a safety event related to the pre-surgical COVID testing process. The root cause and associated opportunities for improvement were explored. Highly reliable risk reduction strategies were presented that could be used by member sites to successfully decrease the likelihood of a similar event. The meeting ended with participants sharing lessons learned at their sites during their COVID recovery journey. Participants left with ideas on how to assess and mitigate their local risk.

“Last month True North PSO kicked off our plan with its first Safe table safety call involving our PSO partners. This is a milestone in our efforts to ensure the safest care at all Northwell and partner sites, reflecting our commitment to Patient Safety.” - Dr. Mark Jarrett, Executive Director

In November, as recovery efforts progressed, True North PSO recognized the potential for patient safety events as many ASCs had to change the scope of procedures performed at their facilities. One potential area of increased risk could be new equipment necessitated by the additional procedures. In an effort to offer guidance and support to members and proactively heighten awareness of latent safety threats, True North PSO hosted a Safe Table meeting **Expanding the Scope in Ambulatory Surgical Centers: Proactive Approach to Identify and Mitigate Latent Safety Risks**. A participant organization shared a case where the lack of a reliable process coupled with communication failures contributed to a safety event. The root cause and associated opportunities for improvement were explored and highly reliable risk reduction strategies were presented that could be used to decrease the likelihood of a similar event. Participants received an overview on Failure Mode and Effects Analysis (FMEA) which can be used to

identify how and where a process might fail and promote the implementation of successful, collaborative mitigation strategies before failure occurs. Presenters discussed how this performance improvement tool could be broadly utilized to assess and mitigate risk related to equipment in the operating room. Participants discussed lessons learned at their site as the scope of procedures provided has been expanded.

Post-meeting surveys were favorable with feedback including:

- “Thank you for creating a forum allowing us to share best practices and ways to improve”
- “I believe this is a great forum for all centers to be able to share best practices. “
- “Enhanced my knowledge of FMEA which in turn will strengthen the activity at my facility. We have begun to assess for similar event risk.”

100%

Of survey respondents
felt they were able to assess
organizational risk for a
similar event

V. Thank You

Truth North PSO thanks Northwell Health, the True North PSO board, and all of the member sites and participants for making this year’s accomplishments possible. We look forward to continuing to work together to improve patient safety.