



True North
Patient Safety Organization
ANNUAL REPORT 2021



A COMPONENT ORGANIZATION OF NORTHWELL HEALTH

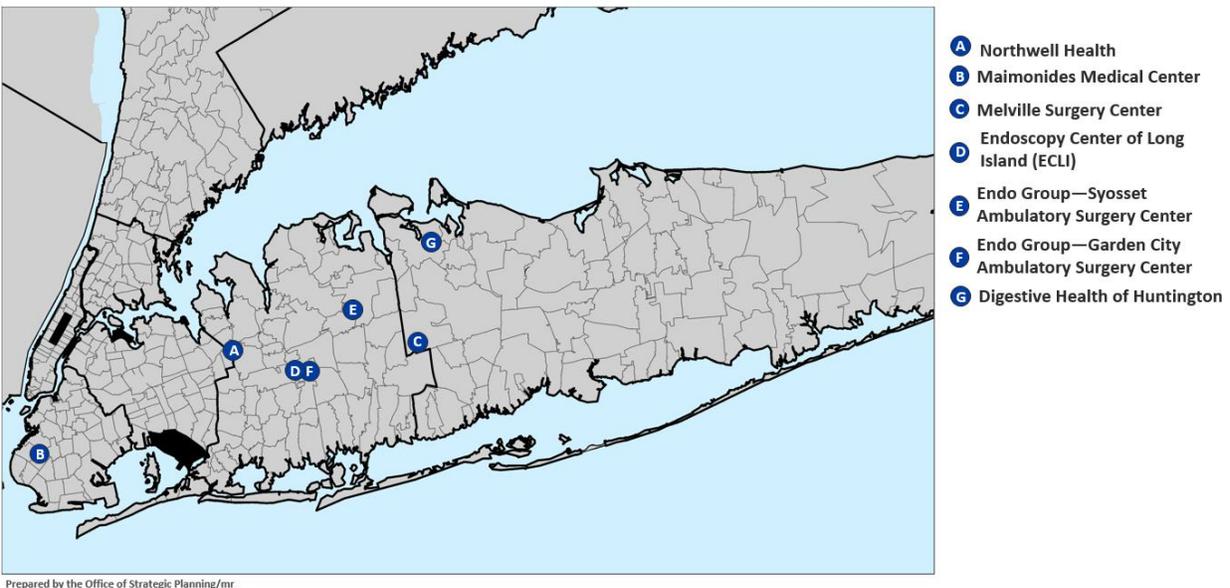
I. About Us

True North Patient Safety Organization, Inc.

True North Patient Safety Organization, Inc. is a component organization of Northwell Health, which acts independently. 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 best practices to eliminate preventable harm. True North PSO's goal is to be recognized as a gold standard for patient safety within national health systems. In April, True North PSO received a three-year certification for continued listing with the Agency for Healthcare Research and Quality (AHRQ).

Membership

True North PSO has 7 members, including 2 health systems, and 5 ambulatory surgery centers (ASCs).



II. True North Quality and Patient Safety Reporting Tool

On March 1st, 2021 the True North Quality and Patient Safety Tool went live, allowing participating ambulatory surgery centers (ASCs) to submit patient safety events to the PSO. Several training sessions were conducted, and an on-demand training module was made available. Participants were encouraged to submit any patient safety event or near miss in the following categories:

- 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

“The need for data is paramount for designing safe systems. The incorporation of a safety event reporting tool will assist all members of the PSO in delivering the safest care to our communities” - Mark Jarrett, MD Executive Director

True North PSO also welcomes the submission of any patient safety event or near miss that could provide a learning opportunity to other PSO members. Events and quality data submitted are reviewed on a quarterly basis by the PSO Quality and Patient Safety Committee to identify learning opportunities that can be disseminated to the larger PSO membership.

Patient safety events are 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 \(NPSD\)](#).

III. 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 that can be employed to further identify and reduce risk. During 2021 True North PSO hosted and facilitated three Safe Table meetings on topics of concern for participating ASCs.

In May, the PSO hosted a Safe Table meeting on **The Value of Relevant Images in Preventing Wrong Side Surgery**. During this meeting a participant organization shared a case where cognitive error along with unreliable processes and subjectivity surrounding the use of relevant images in the operating room contributed to a wrong side surgery. The root cause and associated opportunities for improvement were explored, and the importance of team composition in conducting a meaningful root cause analysis was also discussed. Highly reliable risk reduction strategies were presented that may decrease the likelihood of a similar even at participant sites.

The next Safe Table meeting was held in August titled **The Right Place, The Wrong Lens**. A case was presented where a lack of engagement and incomplete patient identification during the time out process contributed to the implantation of an intraocular lens that was intended for another patient. Corrective actions and measures of effectiveness were reviewed. Example competency and audit tools were distributed to assist sites in assessing and mitigating their risk of a similar event. Additionally, the PSO Chief Counsel presented on informed consent and provided participants with the opportunity to ask questions.

In November, a participating site presented **Getting it Right: Surgical Specimen Collection, Delivery and Processing**. This was a case where inconsistent processes for transportation, lack of proper training, and failure to adhere to policy contributed to the loss of an irretrievable biologic specimen. The timeline of the event, and taxonomy of individual failure modes, were reviewed and discussed. The presenter also shared how they maintain Patient Safety Work Product (PSWP) in cases that require mandatory state reporting.

Post-meeting surveys were favorable with feedback including:

- “Excellent way the facilitator engages and always ties all the important concepts together. Such a pleasure to participate. Thank you.”
- “This is a very important topic and as a result we are going to look at our practice and use this opportunity to provide education and reinforcement to our staff on the topic”
- “Excellent presentation related to a very important and vulnerable process.”
- “Great presentation with all data to support. Important subject to peri op/pt/outcomes and how to avoid any discrepancies in the process”

92%
of survey respondents
felt the safe table reinforced
or increased their knowledge
of the topic addressed

IV. Participant Engagement

In May, True North PSO launched a password protected members webpage for PSO participants. The site includes information on past and upcoming Safe Tables, participant training and resources, Quality and Patient Safety tool training and resources, previous PSO newsletters, and current policies and procedures.

True North PSO News was distributed for Patient Safety Week in the Fall and Healthcare Quality Week in the Spring. The Spring edition highlighted the launch of the Quality and Patient Safety Reporting Tool featuring tips and tricks and tricks for, advice for establishing the local Patient Safety Evaluation System (PSES) and addressed frequently asked questions. It also included sections on Recommended Reads and Industry Updates & Offerings related to patient safety. The Fall edition distributed announced the members webpage and shared how to register. The Download section shared upcoming enhancements to the Quality and Patient Safety Tool. The Legal Brief and Questions and Answers sections were focused on Informed Consent. Registration Information for the upcoming Safe Table meeting was also shared.

V. Thank You

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