

Patient Safety Authority

Strategic Plan Document

Approved by Board on November 12, 2020

Mission: Improve the quality of healthcare in Pennsylvania by collecting and analyzing patient safety information, advising facilities through publication, education, collaboration, and issuing recommendations for improvement.

Vision: Safe healthcare for all patients

Values: Safety, Integrity, and Continuous Improvement

Strategic Focus Areas:

1. Culture

- a. Communication and Optimal Resolution (CANDOR)
 - i. Objectives
 1. Provide structure and support for state-wide facility implementation of CANDOR.
- b. Learning Organizations
 - i. Objectives
 1. Provide tools and support to Pennsylvania healthcare facilities that will enable them to become collaborative learning organizations.
 2. Focus on the ability to issue meaningful advisement and recommendations to facilities by expanding the depth of detail received in submitted event reports

2. Healthcare-Associated Infections

- a. Long-Term Care
 - i. Objectives
 1. Identify opportunities and respond by developing tools and education for improvement.
 2. Evaluate and re-design PAPSRS as appropriate to ensure consistent and reliable data.
- b. Acute Care
 - i. Objectives
 1. Identify opportunities and respond by developing tools and education for improvement.

3. Improving Diagnosis

- a. Objectives
 - i. Create an assessment tool that can be used broadly to measure an organization's maturity across key domains of diagnostic excellence and evaluate current efforts by Pennsylvania hospitals to improve diagnosis and provide needed resources for identified barriers.
 - i. Enhance understanding of the various facets of diagnostic error and actionable steps that can be taken toward improvement.
 - ii. Collaborate with a group of Pennsylvania healthcare providers on a focused effort to improve diagnosis.

4. Improving PA-PSRS Data Quality

- a. Validation of PA-PSRS acute care data
 - i. Objectives
 1. Explore whether all patient safety events occurring in PA hospitals are being reported to PA-PSRS as required under MCARE/Act 13 and take appropriate action based on findings.
 2. Validate the accuracy and completeness of data for events that are reported to PA-PSRS and take appropriate action based on findings.

b. PA-PSRS Data Quality Evaluation and Update

i. Objectives

1. Improve the flow and usability of data to establish a clear and consistent framework for future acute care PA-PSRS improvements.
2. Improve the flow and usability of data to establish a clear and consistent framework for future long-term care PA-PSRS improvements.
3. Evaluate the current PA-PSRS acute care questions and taxonomy to determine quality and value.
4. Determine new questions/updates to be added to acute care PA-PSRS.

c. Learning from PA-PSRS Data

i. Objectives

1. Develop new methods for real time, automated notification about significant events
2. Develop new machine learning models to make predictions for further investigation and study