

MINUTES

MEETING OF:

PATIENT SAFETY AUTHORITY

ZOOM MEETING

TIME: 1:16 P.M.

DATE: JANUARY 25, 2024

Patient Safety Authority**January 25, 2024**

1
2 Nirmal Joshi, M.D., Chair
3 Daniel Glunk, M.D.
4 William Wenner, M.D.
5 Eric Weitz, Esquire
6 Kathleen Law, M.D.
7 Veronica Richards, Esquire
8 Amelia Paré, M.D.
9 Amber Sizemore, Esquire
10 Lynn Kornblau, Esquire
11
12 Also Present:
13
14 Caitlyn Allen, Director of Engagement & Publications
15 Tony Arnold, Business Operations Manager
16 Michelle Bell, Director of Outreach and Education
17 Amanda Bennett, Infection Preventionist
18 Shirley Dominick, Patient Safety Liaison
19 Kelly Gipson, Project Manager
20 Regina Hoffman, Executive Director
21 Becky Jones, Director of Data Science and Research
22 Shawn Kepner, Data Analyst
23 Christopher Mamrol, Senior Patient Safety Liaison
24 Karen McKinnon-Lipsett, Administrative Specialist
25 Shelly Mixell, Outreach and Education
26 Melanie Motts, Patient Safety Advisor
27 Eugene Myers, Associate Editor
28 Howard Newstadt, Financial Director and CIO
29 Jessica Oaks, Program Manager
30 Jackie Peck, Communications Specialist
31 Molly Quesenberry, Patient Safety Advisor
32 Cathy Reynolds, Patient Safety Advisor
33 Sunny Ro, Research Scientist
34 Christine Sanchez, Patient Safety Analyst
35 Megan Shetterly, Senior Patient Safety Liaison
36 Krista Soverino, Communications Specialist
37 Heather Stone, Administrative Specialist
38 Matthew Taylor, Patient Safety Analyst
39 Alex Ulsh, Systems Administration
40 Robert Yonash, Senior Patient Safety Liaison

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1 Phyllis Blanton-Bray, Gainwell Technologies
2 Anthony Hennen - The Centersquare
3 Mary Ellen Mannix
4 Georgine Olexa - GSRH
5 Patrick O'Rourke, Health Committee/House Demo. Caucus
6 Nina Renzi - Penn Medicine
7 Catie Sweeney - Tower Health
8 Greg Magro - Penn Medicine
9 Robert Shipp - HAP
10 Matthew Nojiri - HAP
11 (610)776-3100
12 (717)571-7719
13 Byron Aldinger - York Stenographic Reporter



1
2
3 **Executive Session**

4 January 25, 2024 at 12:15 PM ET
5 Location: Zoom (Virtual Meeting)
6

7 Consideration of personnel matters and to engage in non-
8 deliberative
9 informational discussions regarding various actions and
10 matters which
11 have been approved at previous public meetings.
12

13 **Public Meeting**

14 January 25, 2024 at 1:00 PM ET
15 Location: Zoom (Virtual Meeting)
16

17 **Agenda**
18
19

- 20
21 I. Call to Order
22
23 II. Roll Call
24
25 III. Approval of the December 7, 2023 Meeting Minutes
26
27 IV. Report of Board Chair
28
29 V. Executive Director Report
30
31 VI. Old Business
32
33 VII. New Business
34
35 a. Data Science and Research Team Presentation – Rebecca
36 Jones
37 b. Engagement and Publications Presentation – Caitlyn Allen
38
39 VIII. Public Comment
40
41 IX. Adjournment

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1 ***

2 PATIENT SAFETY AUTHORITY

3 The regularly scheduled meeting of the Patient Safety
4 Authority was held via a Zoom call on Thursday,
5 January 25, 2024. Nirmal Joshi, M.D., Chair, called
6 the meeting to order at 1:16 p.m.

7 ***

8 A motion to approve the minutes of December 7, 2023,
9 carried unanimously.

10 ***

11 Report of Board Chair

12 [Dr. Joshi, Chair, had no report for the Board.]

13 ***

14 Executive Director Report

15 [Regina Hoffman, Executive Director, began her report
16 by providing an update on the data collection on
17 neonatal complications initiative. She advised that
18 the analysis was closed on December 14. Ms. Hoffman
19 went on to explain that the Data Science and Research
20 Team has finished coding the final set of data, and
21 are in the process of analyzing the variables to find
22 any relationships within them that might be of
23 interest or could inform further studies. The results

1 will be publicly available as soon as they are
2 complete. Ms. Hoffman advised that the Outreach and
3 Education Team is concluding the Improving Event
4 Reporting pilot program with the LTAC community, which
5 looks at event reporting in each LTAC, looking at
6 actual medical records at the facilities, and also
7 looking at their reporting patterns in PSRS and some
8 of their internal policies around patient safety and
9 event reporting. The secondary reviews of that
10 information have been completed for all but two
11 facilities. She went on to advise that one final
12 report has been issued to a facility, which includes a
13 recap of the on-site findings or the virtual reviews,
14 the opportunities that were identified during that
15 process, and any final action steps that the facility
16 would need to take. Ms. Hoffman briefly outlined the
17 upcoming education offerings. Ms. Hoffman advised
18 that one anonymous report was received in November and
19 one in December, both of which have been closed with
20 satisfactory investigations from the facilities that
21 were involved. Ms. Hoffman concluded her report by
22 advising that as of January 1, the treasury invested
23 cash balance in the trust fund was \$11,008,015.13,

1 which is adequate to carry the Authority through this
2 fiscal year and into the next. Dr. Wenner commented
3 that the neonatal complications response showed that
4 over 30 percent of the questionnaires were not
5 complete, and inquired how do the data analysts plan
6 to account for the incomplete nature of the data that
7 has been collected, in order to avoid coming to
8 conclusions that may not reflect the reality of the
9 total population. Ms. Hoffman explained that they
10 cannot formally analyze those and come to any
11 conclusions, because those fields were not complete.
12 Therefore, they are looking at the fields that were
13 complete to determine if the information is valid, and
14 what kind of relationships might be seen in those data
15 fields. Dr. Wenner inquired if the study would be
16 considered invalid because of the lack of response.
17 Becky Jones advised that is what they are currently
18 analyzing. She explained that the data have been
19 coded based on the responses that were received, and
20 they are determining what types of complete responses
21 were received, and what can be done with that data.
22 She explained that they do face this problem often
23 with PSRS reports, as not every report is consistent,

1 thorough, and answers all of the questions. She
2 advised that they may have to do the best they can
3 with what they have, and be very clear about the
4 limitations of the study.]

5 ***

6 New Business

7 [Rebecca Jones, Director of Data Science and Research,
8 gave a presentation of the past, current, and future
9 work of the Data Science and Research Team. Ms. Jones
10 introduced the 16 members, and gave a brief
11 explanation of the diverse and varied backgrounds they
12 bring to the team. She outlined the five core
13 objectives of the team, and explained that monitoring,
14 reviewing, and analyzing data is central to the team's
15 work. Ms. Jones explained how the team is using the
16 latest artificial intelligence data modeling
17 techniques for optimal performance of data analysis.
18 She advised that the team shares a quarterly dashboard
19 with PSA staff for ongoing awareness of the PA-PSRS
20 report totals, the rates for the most recent quarter,
21 and then compared to previous quarters. She gave a
22 brief explanation of how the monitoring, reviewing,
23 and analyzing of data is done through the use of the

1 visual analytics platform called Tableau. Ms. Jones
2 went on to explain the process of making the public
3 and healthcare community aware of any issues that have
4 been discovered. She advised that if it is an urgent
5 patient safety matter, a safety alert will be issued.
6 If it is not urgent, but is still information that is
7 worth sharing, the team will include a brief write-up
8 in PSA's monthly newsletter. The primary way the team
9 shares information is through the articles published
10 in the Patient Safety Authority's peer review journal,
11 Patient Safety. She went on to detail the numerous
12 publications the team has made. Lynn Kornblau
13 inquired if the team performs any data collection and
14 analysis of healthcare facilities' implementation of
15 any recommendations that have been made. Michelle
16 Bell explained that a lot of the follow-up work goes
17 to the Outreach and Education Team. She advised that
18 as part of the annual survey, they inquire which of
19 the recommendations facilities have implemented. Ms.
20 Kornblau suggested collecting that data to determine
21 the effectiveness of the teams' work. Dr. Paré
22 commented that the information collected allows the
23 identification of errors, but it does not show

1 causality. At that point one-on-one conversations
2 with facilities are conducted.]

3 ***

4 [Caitlyn Allen, Director of External Affairs, Managing
5 Editor, gave an in-depth presentation on the goals and
6 functions of the Engagement and Publications team.
7 She introduced the five members. Ms. Allen explained
8 that almost everything that is put out from the
9 Authority goes through the E & P department first,
10 which includes webinars, toolkits, articles, and blast
11 e-mails. Everything received from the clinical teams
12 will be copy edited for grammatical errors, tone and
13 audience, audio and visual, so that everything is as
14 professional and as compelling as possible. The team
15 is also responsible for a fair amount of content
16 creation. Ms. Allen explained the creation of the
17 Patient Safety publication which launched in September
18 of 2019. She advised that it was a refresh of the
19 existing publication, Patient Safety Advisory. The
20 intention was to create a more academic publication.
21 In addition, external manuscripts are now accepted.
22 Ms. Allen went on to explain that in the last year the
23 team has offered two writing workshops. She advised

1 that the team solicited participants who had recently
2 completed a quality improvement project but had not
3 yet written about it. The participants are walked
4 through each stage of the publication process, so at
5 the end they have a manuscript which then gets
6 submitted to Patient Safety. The next workshop will
7 begin in March. Ms. Allen advised that the team has
8 also reached out to people who have not been through
9 the peer review process, as they were receiving
10 questions from people who were first-time reviewers
11 who had no idea how to do a peer review. She
12 explained that the team partnered with one of the
13 editorial board members, who is a very well-published
14 nurse, and walked people through the process, and
15 helped them understand what makes a good, fair, and
16 robust peer review. Ms. Allen advised that the team
17 also writes internal articles that are included in the
18 journal. Ms. Allen went on to outline some of the
19 campaigns they have completed for clinicians and
20 patients. Ms. Allen advised that the Patient Handbook
21 was created as a tool for patients and families. She
22 explained that Pennsylvanians were surveyed and asked
23 the portions of care they feel they understand the

1 least. She advised that there were several focus
2 groups of clinicians and patients, and from the survey
3 answers, a list of questions was created that patients
4 can use during their discussions, in addition to tips
5 to help explain some of the processes, as well as tips
6 for family members so they can be a more active member
7 of the care team. Ms. Allen advised that the team is
8 also working on a project to refresh the PSA website,
9 which will be rolled out this spring or summer. Ms.
10 Allen explained the creation of the I Am Patient
11 Safety awards, and also advised that the team does a
12 monthly newsletter consisting of important
13 information, but not necessarily urgent, like a safety
14 alert. In addition, the team shares updates about
15 PSRS and then general announcements. The team is also
16 in charge of social media, with a presence on every
17 major platform. Lynn Kornblau inquired how the
18 Authority is getting the Patient Handbook out to the
19 public, and also inquired if the Authority is making
20 recommendations to the healthcare providers that they
21 allow patients to engage in their own care. Ms. Allen
22 explained that the Handbook was sent out to all
23 facilities, and a free pdf was also offered. The

1 copies were in English and Spanish. Other languages
2 will be coming out this year. She explained that in
3 addition, they also reached out to some of the
4 healthcare organizations across the state that were
5 more patient-friendly to offer free copies of the
6 Handbook, and also did a big campaign across social
7 media and other normal channels. Ms. Allen explained
8 that the decision was made to disseminate the copies
9 electronically last year because of budget
10 constraints.]

11 ***

12 Public Comment

13 [Mary Ellen Mannix made a suggestion that the Patient
14 Handbook could be made Open Access, and sent as Open
15 Access to hospitals and providers so that it could be
16 more readily shared. She suggested that hospitals and
17 providers could even have the option of putting their
18 logo on the handbook. Ms. Mannix also highlighted the
19 comment made about sending the Handbook to more
20 patient-friendly programs and organizations. She
21 expressed the need for the PSA to encourage education
22 to hospitals and healthcare facilities so that they
23 are patient-friendly, and if they are not, that should

1 be addressed by collecting all the data available.]

2 ***

3 Comment

4 [Dr. William Wenner inquired to Amber Sizemore what
5 the requirement is for keeping minutes for executive
6 sessions and for the Finance Committee. Ms. Sizemore
7 advised that if she is going to be giving legal
8 advice, she suggests that be done in executive
9 session.]

10 ***

11 [Dr. Kathleen Law inquired if the I Am Patient Safety
12 winners have been announced yet. Ms. Hoffman advised
13 that the reviewers are currently looking at them, and
14 they have not been selected yet. The announcement
15 will probably be made around Patient Safety Awareness
16 Week in March.]

17 ***

18 [The meeting adjourned at 2:15 p.m.]

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Byron Aldinger
Minute Clerk
York Stenographic Services

1		PATIENT SAFETY AUTHORITY	
2		BOARD OF DIRECTORS	
3		REFERENCE INDEX	
4		JANUARY 25, 2024	
5			
6		COUNTER	
7	TIME	NUMBER	AGENDA
8			
9	1:16	1:38	Call to Order
10			
11		00:43	Roll Call
12			
13		1:41	Approval of the
14			December 7, 2023,
15			Meeting Minutes
16			
17		44:39	Executive Director
18			Report, Regina Hoffman
19			
20		2:46	New Business -
21			Data Science and
22			Research Team
23			Presentation -
24			Rebecca Jones
25			
26		29:37	New Business -
27			Engagement and
28			Publications
29			Presentation -
30			Caitlyn Allen
31			
32		52:23	Public Comment
33			
34		54:35	Board Comment/Other
35			Issues
36			
37		57:56	Adjournment