

Oregon Patient Safety Commission Project, March 2023



Project Background

The Center for Outcomes Research & Education (CORE) was funded by the Oregon Patient Safety Commission (OPSC) to make data system recommendations for its Early Discussion and Resolution (EDR) program, which creates confidential and safe spaces for patients and families to have transparent conversations with providers following medical harm events.

The project goals include:

- Create an informed logic model
- Review data elements, processes, and structure
- Develop data system recommendations



Logic Model

Developing an EDR logic model was an essential first step, because it served as a framework against which to determine data system gaps and recommendations. CORE gathered information for the logic model

through a combination of document review, staff interviews, and stakeholder focus groups. CORE reviewed OPSC's annual reports and its previous data and analytics recommendations, as well as regional and national literature on medical harm event Communication and Resolution Programs (CRPs). The logic model drives program activities to work towards the following long-term outcomes:

- Patients and families feel safe and comfortable requesting a conversation, and respected, empowered, and appropriately compensated at the conclusion of the process,
- Providers and facilities feel safe and comfortable requesting a conversation and sharing what they learn, and
- Providers and facilities have systems and/or policies that support a culture of safety and transparency.



Data Elements, Process, and Structure: Recommendations

CORE completed a review of all current EDR tools, conducted an interview with OPSC's Director of Research and Analytics, and participated in a virtual tool demonstration led by OPSC staff. CORE cross-walked all logic model outcome measures with their current data collection tools, assessed existing data gaps, and developed recommendations to fill those gaps. CORE also reviewed the logic model's equity considerations to ensure that the data recommendations are aligned with those considerations. CORE's recommendations can be categorized into the following **six themes**:

- 1) Increase ability to identify disparities within EDR,
- 2) Gather additional information at the time of conversation request,
- 3) Increase conversation reporting frequency,
- 4) Increase *Resolution Report* granularity,
- 5) Improve data collection system interface, and
- 6) Gain insights on program awareness and policy interactions.



One: Increase ability to identify disparities within EDR

CORE recommends that patient race/ethnicity and language are collected at the time of the conversation request. Gathering demographic data at the beginning of the process will allow OPSC to begin identifying and addressing disparities in conversation outcomes.



Two: Gather additional information at the time of request

CORE recommends that items related to how the requestor learned about EDR, any steps they have taken prior to EDR, and their conversation goals are collected at the time of conversation request. Collecting additional information at the start of the process will enable OPSC to complete more nuanced analyses of conversation outcomes.



Three: Increase conversation reporting frequency

CORE recommends that OPSC initiate a series of *Check-In Questions* at 60 days after the conversation request. We believe that more frequent touchpoints will allow for better reliability and recall of conversations. These questions will allow EDR participants to provide information about their conversations over the past two months, including which parties were present and which topics were discussed.



Four: Increase *Resolution Report* granularity

CORE recommends that OPSC add several items to the *Resolution Report* and use the additional data fields to develop definition(s) of what a successful conversation looks like. Recommended additions to the *Resolution Report* include asking EDR participants their level of satisfaction with each conversation party and support received (as applicable), and gaining additional information about how well initial conversation goals were met.



Five: Improve data collection system interface

CORE's data system interface recommendations include providing patient/family participants with unique data system login information and piloting processes to improve data completeness. CORE's interface recommendations focus on ways to make the data system more user friendly for patients and families to provide information to OPSC.



Six: Gain insights on program awareness and policy interactions

CORE recommends that OPSC conduct an environmental scan and a stakeholder awareness survey to better understand the current state of Oregon Communication and Resolution Program practices. This will help OPSC to understand where there are gaps and opportunities to improve awareness and use of of EDR.

Contact

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