

Letter from the Director

"Today you made a difference" was the theme of our Interprofessional Patient Safety Day at Creighton University. During this special day we focused on the most personal, and often tragic, experiences of harm and injury of our passionate leaders who conduct research, teach, implement research findings into practice or use research findings to affect policy in patient safety.

We engaged in stories of hope and improvement of this personal situation for others as we worked to learn together across this campus and community. We also read about the continued leadership of faculty who are moving forward in patient safety by connecting at the national level with the Agency for Healthcare Research and Quality. I hope you enjoy and reflect on this work that has represented Creighton University in both a socially responsible and most personal way.

Kimberly Galt, Pharm.D., Ph.D.
Director, CHRP

Coming Soon

"Meet the Researcher" Series

Speaker:

John D. Piette, Ph.D.
Professor of Internal Medicine
Director, Program on Quality
Improvement for Complex
Chronic Conditions, University of
Michigan

Date: Jan. 20, 2011

Time: 10 a.m.

Location: Boyne 131

For additional information
contact:

Kelly McColley-Anderson
Program Coordinator
402.280.3426

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December 2010

Patient Safety Day

By Cindy Costanzo, Ph.D., R.N., and Kimberly Galt, Pharm.D., Ph.D.

The Interprofessional Patient Safety Day held on Oct. 29, 2010, was a success. Students studying in the fields of pharmacy, social work, medicine, nursing, occupational therapy and physical therapy were very engaged throughout the intensive, one-day session. The day was supported by the Center for Health Services Research and Patient Safety (CHRP) under the direction of Kimberly Galt, Pharm.D., Ph.D., event co-chairperson and center director.



Kimberly Galt, Pharm.D., Ph.D., Director, Center for Health Services Research and Patient Safety

Evelyn McKnight, Au.D., co-author of "A Never Event: Exposing the Largest Outbreak of Hepatitis C in American Healthcare History," delivered the keynote address in which she presented the story of the hepatitis C outbreak in Fremont, Neb. She related that between 2000 and 2001, 99 cancer patients, including McKnight, contracted hepatitis C when saline was aspirated from a "community bag" being used for multiple blood draws.

The message delivered by Dr. McKnight promoted teaching the science of patient safety with an emphasis on interprofessional collaboration, communication, teamwork, ethical integrity and disclosure.

Throughout the day the message was clear that patient care is not in the hands of one particular profession. Cindy Costanzo, Ph.D., R.N., event co-chairperson, stressed "we want to challenge our future health care professionals to think in new ways about patient safety. They need to understand that no one nurse, physician or pharmacist can guarantee a patient's safety; it takes a team of health professionals working together."

Approximately 37 Creighton University faculty members and various community leaders in patient safety were involved with the event. One hundred eighty-six students from the various disciplines had multiple opportunities to engage with presenters and faculty facilitators throughout the day.

The day began with a panel of community leaders that included: Dennis Berens, director of the Nebraska Office of Rural Health. Joann Schaefer, M.D., chief medical officer from the State of Nebraska. Ann Polich, M.D., associate chief of staff at the Omaha VA Medical



Students participating in the Interprofessional Patient Safety Day

Center and medical school faculty member. Karen Paschal, P.T., D.P.T., M.S., interim chair of physical therapy at Creighton University. Barbara Harris, Ph.D., Department of Social Work in the College of Arts and Science. Cindy Costanzo, Ph.D., R.N., master's program chair, School of Nursing. These leaders provided their perspective on the importance of patient safety and its integration into their jobs. Amy Abbott, Ph.D., R.N., and Maribeth Hercinger, Ph.D., R.N., B.C., from the School of



Panel of community leaders for the session titled *Perspectives on Scope of the Problem*

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Pharmacists for Patient Safety

By Jennifer Faber, Pharm.D., and Kevin Fuji, Pharm.D.

Since February 2010, Nebraska pharmacists have been participating in the Pharmacists for Patient Safety project. This project established a patient safety event reporting website for pharmacists to report patient safety issues they are currently experiencing in practice, and have evidence-based and practice-based feedback provided to them. This reporting system is non-punitive, confidential and all reports are analyzed using a systems-oriented perspective.

Pharmacists are encouraged to report errors and near misses. Pharmacists also report problems they believe could arise in the future, and

safety strategies they have successfully used in practice. One current participant summed it up by stating, "This will not blame pharmacists; it will help them learn." Submitting a report takes about two to five minutes, and pharmacists have commented that this "seems easy enough to do."

Currently 32 pharmacists are participating in the project. Analysis of the reported patient safety events revealed that all members of the pharmacy staff are involved in errors, including the pharmacist, interns and technicians. Errors frequently stemmed from inaccurate information, including wrong medication,

wrong directions or wrong medication quantity. Challenges that pharmacists have identified to participation are time, high workload, and the fact that some pharmacists were already participating in a corporate organizational error reporting system and did not want to have to submit two separate reports.

In an effort to provide pharmacists with additional knowledge about patient safety problems, monthly one-page patient safety education reports have been developed and sent to the network of participating pharmacists. Each of these reports is designed to

highlight current patient safety issues and make pharmacists aware of what they can do to address these issues in their own practice.

For more information about the project or if you are interested in participating, please contact Jennifer Faber, Pharm.D. (JenniferFaber@creighton.edu) or Kevin Fuji, Pharm.D. (kfuji@creighton.edu). ▲

Introducing Senior Scientist J. Chris Bradberry, Pharm.D., CLS



J. Chris Bradberry, Pharm.D., Dean, School of Pharmacy and Health Professions

In conjunction with the Creighton Research Infrastructure Program to Achieve Sustainability, funded by the Agency for Healthcare Research and Quality (Principal Investigator: Galt, KA R24HS18625-01), the

Creighton Center for Health Services Research and Patient Safety (CHRP) developed the senior scientist mentoring model. Senior scientist mentors share expert competencies related to health services research, and a transferable set of skills to benefit other faculty within their own health sciences disciplines and schools.

J. Chris Bradberry, Pharm.D., CLS, is dean of the School of Pharmacy and Health Professions. His clinical and research interests are in dyslipidemias, outcomes of pharmacist management of hypercholesterolemia, and the application of cardiovascular risk reduction efforts in the ambulatory patient.

Dean Bradberry earned his baccalaureate in pharmacy and masters degree in hospital pharmacy from the University of Louisiana at Monroe. He completed his doctor of pharmacy degree at the University of Tennessee Health Sciences Center, Memphis, and his residency in pharmacy at the University of Texas Medical Branch, Galveston. Dr. Bradberry served as chief pharmacy officer, Chinle Health Center, Indian Health Service, U.S. Public Health Service. He was formerly chair of the Department of Pharmacy Practice and Pharmacoeconomics and Professor of pharmacy and family medicine at the University of Tennessee Health Sciences Center, Memphis. He is a member of

many professional organizations and is chair, Council of Deans, American Association of Colleges of Pharmacy, president-elect of the Midwest Lipid Association, and a past member of the Speciality Council on Pharmacotherapy of the Board of Pharmaceutical Specialties. He holds fellowships in the American Heart Association, National Lipid Association, American Pharmacists Association and the American Society of Health-System Pharmacists. He is also a Diplomate of the Accreditation Council for Clinical Lipidology. ▲

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Patient Safety Day

Nursing led the initial small-group discussion on individual patient stories. Students were asked to share a personal safety story to gain an understanding of how patient safety affects everyone— as a professional, patient, family member or friend.

The science of patient safety in the context of human

factors and types of errors was presented by Kevin Fuji, Pharm.D., from CHRP. J.D. Bramble, Ph.D., M.P.H., School of Pharmacy and Health Professions, and Sandra Landmark, M.D., from the School of Medicine, presented the TeamSTEPPS program, which highlights the importance of interprofessional collaboration and teamwork. Dr. Polich, provided an overview of using a systems approach to patient safety and the importance of developing a culture of safety to improve care.

Students applied content learned throughout the day by participating in a case study facilitated by Dr. Harris, Tom Hansen, M.D., and Kathryn Hugget, Ph.D., from the School of Medicine. Concluding the day were perspectives from Rowen Zetterman, M.D., dean of the School of Medicine, and J. Chris Bradberry, Pharm.D., dean of the School of Pharmacy and Health Professions on the future of patient safety education in health professions curricula.

The event will be offered on March 24, 2011, for another group of interprofessional students. If you have an interest in being involved in this opportunity, please contact Kelly McColley-Anderson at 402.280.3426. Space is available and all are welcome. On the back page of this newsletter you will find a list of individuals who helped make this event a success. ▲

Agency for Healthcare Research and Quality Annual Conference: Lessons Learned

By Kevin Fuji, Pharm.D., Sue Crawford, Ph.D., James D. Bramble, Ph.D., M.P.H., and Kimberly Galt, Pharm.D., Ph.D.

The Agency for Healthcare Research and Quality (AHRQ) held its annual conference from Sept. 26-29 in Bethesda, Md. The conference provided an opportunity for the principal investigator and project directors of the AHRQ (RFA-HS-09-001) *Research Infrastructure Development Support (SUSTAIN)* grant to learn about the wide range of research that AHRQ supports, network with health services researchers across the nation, and keep up-to-date on the national health policy and health services research agenda.

The conference sessions included presentations by researchers of both completed work and work-in-progress. Some of the projects presented included systematic reviews of studies of electronic records, long-range implementation studies of major safety innovations in health care systems, and development and evaluation of community collaborations to improve access and

coordination of care. The conference also provided sessions on how to use data available from AHRQ for health services and patient safety research, specifically the Medical Expenditure Panel Survey (MEPS) and Healthcare Cost and Utilization Project (HCUP) databases.

The plenary addresses were delivered by Carolyn Clancy, director of AHRQ, and Atul Gawande, M.D. Both sessions discussed the interplay of local control and flexibility within national guidance and research. Attendees were challenged and stimulated to think about how health reform plays out locally and nationally. After Dr. Clancy spoke, she led a roundtable discussion with various providers that, among other topics, addressed the challenges of negotiating patient safety improvements in rural settings.

The principal investigator and project directors of the SUSTAIN grant expect to apply the knowledge gained from the conference in a

number of different ways:

- J.D. Bramble, Ph.D., M.P.H., will integrate knowledge gained about current national research and federal initiatives in electronic health record adoption and use to enhance his current research about the process of electronic health record implementation and use in physician office-based practices.
- Sue Crawford, Ph.D., anticipates integrating learning from this conference into her health administration and policy courses, as well as, helping to guide her current research examining how the infrastructure of a community impacts how consumers access, maintain and exchange health information.
- Kevin Fuji, Pharm.D., expects to use lessons

learned to inform his health informatics course, providing students with the most up-to-date research concerning the increasing use of technology in health care. He will also use knowledge gained to inform the research he is co-directing with Andjela Drincic, M.D., examining the impact of personal health record use on clinical outcomes of diabetes.

- Kimberly Galt, Pharm.D., Ph.D., continues to build relationships with other health services researchers in the areas of patient safety, health information technology, and health information exchange in order to foster future collaborations and research conducted within CHRP. ▲

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The Creighton University Center for Health Services Research and Patient Safety was founded to coordinate and support research and training efforts among faculty within an interdisciplinary and collaborative research environment. Faculty and staff serve the research interests of governmental agencies, health care facilities, employers, health care industry companies and educators.

Mission Statement: The Center for Health Services Research and Patient Safety conducts health services research to improve quality, safety and efficiency of patient care through the discovery, translation and dissemination of new knowledge.

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and Patient Safety

Special Thanks

- The Center for Health Services and Patient Safety would like to extend a special thank you to all of the speakers, panelists and students for attending and participating as part of the Patient Safety Day, held on Oct. 29, 2010.
- A special thank you to the facilitators who worked directly with the students. Our facilitators represented the following areas from Creighton University: nursing, pharmacy science, political sciences, medicine, pharmacy practice, social work, occupational therapy, physical therapy, EMS education, academic affairs and the Center for Health Services Research and Patient Safety. The event also featured a facilitator from the Omaha VA Medical Center.
- Thank you to the guests who came from the Omaha VA Medical Center.
- Thank you to Kelly McColley-Anderson, Mavis Hall and Jamie Steemken for their assistance in making things run smoothly during the Patient Safety Day event.

Dissemination

- Fuji, K.T., Paschal, K.A., Galt, K.A., Abbott, A.A. (2010). Pharmacy students attitudes toward an interprofessional patient safety course: An exploratory mixed methods study. *Currents in Pharmacy Teaching and Learning*. 2(4):238-247.

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