

SAFETY SOLUTIONS

PRESS GANEY PSO

Join fellow Press Ganey PSO members for cross-industry sharing and learning via the Press Ganey PSO Online Community. In this space, Press Ganey PSO members can connect with one another sharing ideas, resources, and advice for improving patient safety. PSO members also use the community to register for PSO learning events, to access PSO education resources, and to read blogs from Press Ganey safety and reliability thought leaders.

Using High Reliability science as the framework, we're the industry's first and only PSO guided by proven SEC® taxonomy, SSER® harm measures, and in-depth cause analysis methods.

LEARN AND SHARE IN THE PRESS GANEY PSO

To be successful on the journey to Zero Harm, organizations must better track safety event data, uncover root causes, and be transparent – sharing sensitive and culpable details to learn from others. Under the Patient Safety and Quality Improvement Act, PSOs facilitate industry-wide sharing and learning through federal protection of legal privilege and confidentiality of safety event data.

Health care organizations with more than 50 beds are required to join a PSO. To help organizations meet this requirement, Press Ganey established the Press Ganey PSO.



Officially listed with the Agency for Healthcare Research and Quality (AHRQ), the Press Ganey PSO is a legally-protected, confidential forum for PSO members to learn from each other, gain insights based on aggregate analysis of safety event and root cause data, and share tested, practical strategies with peers. It's the first and only PSO guided by Press Ganey's proven and proprietary:

- Safety Event Classification® (SEC®) taxonomy
- Serious Safety Event Rate® (SSER®) harm measures
- In-depth cause analysis methodologies

To facilitate learning among health care peers – as well as safety experts from health care, nuclear power, and military and commercial aviation – the Press Ganey PSO uses High Reliability science as the framework and provides three primary learning forums for members:

- Safety Event Classification Advisory Panel
- Cause Analysis Grand Rounds
- Clinical Safe Tables

SAFETY EVENT CLASSIFICATION ADVISORY PANEL

Once a month, hear a panel of practicing safety leaders formally review and discuss challenging Safety Event Classification cases submitted by you and other PSO members. This includes support for inter-rater reliability and event classification alignment. Decisions are published in a PSO members-only Case Law Library. Recent topics include:

- Identifying deviations from generally accepted performance standards(GAPS)
- Using GAPS to compare actual performance to expected performance
- Classifying emotional or psychological harm
- Sharing SEC taxonomy case examples

CAUSE ANALYSIS GRAND ROUNDS

Learn directly from Press Ganey's safety experts during this monthly deep dive into specific cause analysis topics. Recent topics include:

- Comparing cause analysis in health care with other industry High Reliability Organizations (HROs)
- Organizing root cause analysis (RCA) teams for success
- Using task analysis to identify proximate causes
- Common cause analysis benchmarks across health care
- Troublesome individual and systemic failure modes

You'll also grow your professional credentials by earning one hour of continuing education credits (CE) after each Grand Rounds session you attend. In support of improving patient care, Press Ganey is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the health care team.



CLINICAL SAFE TABLES

Facilitated quarterly in partnership with Press Ganey nurse leaders and safety experts, you'll exchange safety cases and share lessons learned with PSO member peers experiencing similar issues at their own organizations and analyze harm measures powered by Press Ganey's National Database of Nursing Quality Indicators® (NDNQI®). PSO members are welcome to request future topics based on specific needs such as focuses on:

- Care setting (rehabilitation, pediatrics, critical access, academic medical centers, etc.)
- Geographic location or region
- Specific phase on your organization's Zero Harm journey to becoming an HRO

SAFETY ALERTS

PSO members can submit Serious Safety Events likely to cause harm to other organizations to be shared as Safety Alerts with the PSO community.

- Dashboards designed to align with issues presented by Safety Alerts
- PSO Safety Alert Team mines PSO database for potential Safety Alert events and trends

MEASURE, MANAGE, AND ANALYZE YOUR PSO SAFETY EVENT DATA

The Press Ganey PSO data service also helps safety leaders like you more efficiently measure, manage, and analyze safety event data. You and your team will be able to:

- Upload data from any safety event reporting systems to avoid dependence on IT resources or software add-ons
- Align with the Safety Event Classification (SEC) taxonomy and Serious Safety Event Rate (SSER) measures
- Search, save, and analyze events on-demand and quickly navigate to events for further, robust analysis
- Benchmark across the Press Ganey PSO community including custom comparisons such as facilities within one health system, similar facilities and health systems, and similar care settings and unit types

NEXT STEPS

**BECOME A
PSO MEMBER
ORGANIZATION TODAY**

Contact your Press Ganey account team to schedule an initial discussion about joining the Press Ganey PSO at:

pressganey.com/solutions/safety