

INTRODUCTION: Background

- Poor communication across disciplines and organizations increases the risk of patient harm¹.
- University Medical Center- New Orleans (UMCNO) is challenged with communication and alignment as a young academic medical center hosting two schools (Louisiana State University and Tulane University).
- Case-based patient safety conferences have historically been successful tools for such communication²; however, some adjustments are needed.

References

1. Guttman, O, et al. Dissecting Communication Barriers in Healthcare: A Path to Enhancing Communication Resiliency, Reliability, and Patient Safety. *J Patient Saf.* 2021 Dec 1;17(8):e1465-1471.
2. Lazzara, E, et al. The Morbidity and Mortality Conference: Opportunities for Enhancing Patient Safety. *J patient Safety.* 2022 Jan 1;18(1):e275-e281.

METHODS

Conference Structure:

- Case presentation
- Physician perspective
- Nursing perspective
- Ancillary service perspective (CM, PT, Pharmacy)
- Ishikawa diagram
- PICK diagram

Historical Topics

- Caring for patients with opioid use disorder
- Language Justice: Caring for patients with LEP
- Falls with injury

RESULTS

General

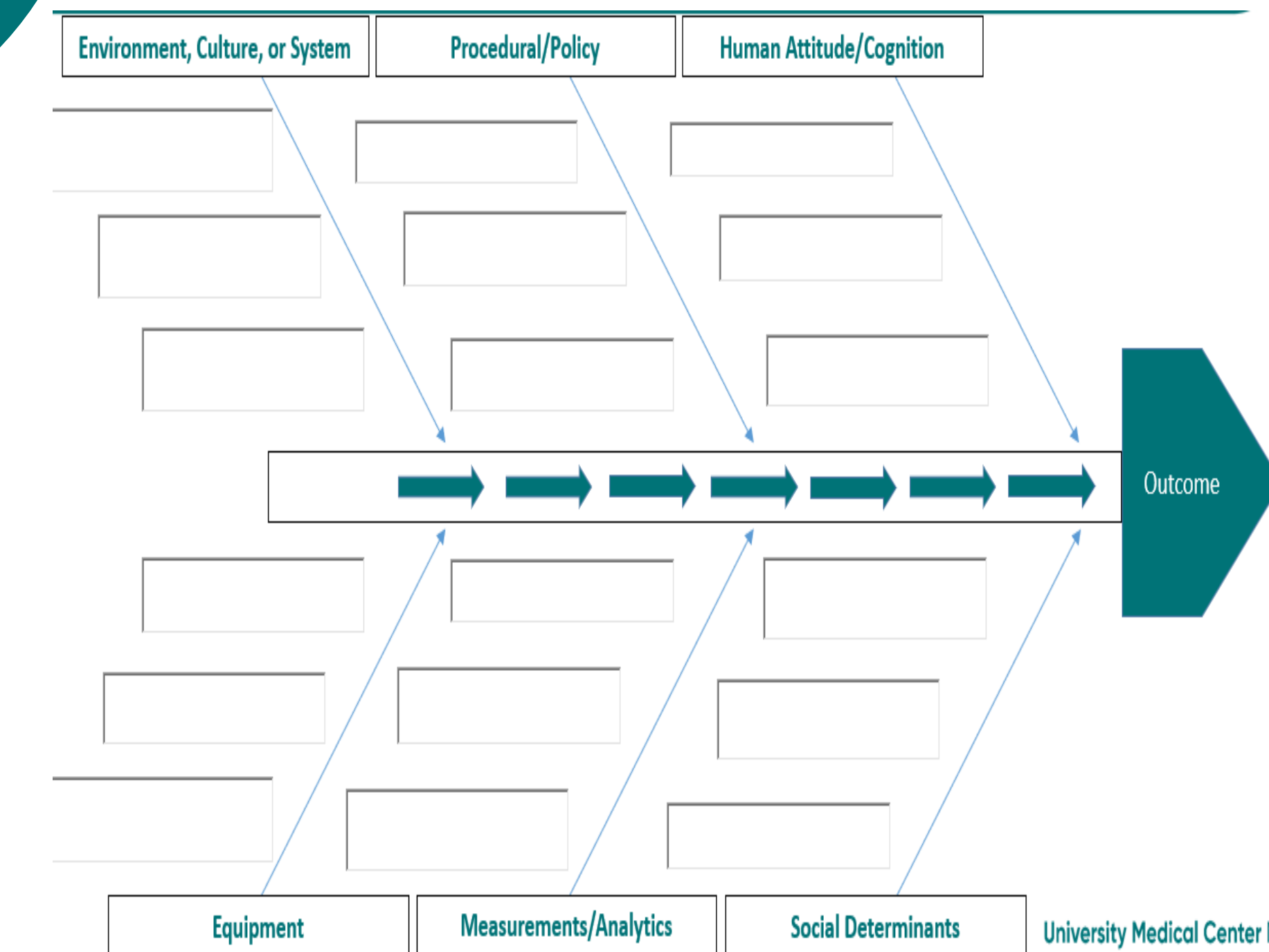
- 10 SHIP conferences to date
- Average attendance: 134 (77-222)
- 70% physicians + nurses
- 15 hospital-wide interventions now in place as a result of the conference.

Post Conference Evaluations

- Post conference evaluation rate average 52%
- 90% of respondents agree that discussions were solutions-based rather than blame oriented
- 92% of respondents report helpful insights from other disciplines

SHIP: A Safety and Health Disparities Conference to Improve Patient Outcomes

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A case-based, interprofessional conference that presents **medical errors in a solution-based, just culture environment** can be a valuable tool to enhance education and engagement in a **culture of safety** for the entire **health care team**.

	Easy	Hard
High Payoff	Implement	Challenge
Low Payoff	Possible	Kill

Discussion

Key Findings

- Valuable tool for academic medical centers to communicate, educate, and problem solve.
- Improved interdisciplinary engagement

Limitations

- Unable to reach all employees with conference

Next Steps and Sustainability

- Coupling SHIP conference with Quality/Patient Safety RCA system ensures ongoing case-based topics
- Working to create a system wide conference and/or expand to other hospitals.

