

Project Title: A High Reliability Organization's Approach to Effectively Addressing Medical Error and Systems Issues: A Center for Peer Support

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Project Category: Clinical

Background/Significance: The 2022 MD Anderson Culture of Safety Survey (CSS) indicated that one of the largest opportunities for improvement was to address the institutional response to medical error. Currently there are struggles with psychological safety which lead to provider burnout and staff shortages. In addition, safety event reporting systems have been viewed by some as a weapon to target staff. Medical error and poor outcome are often perceived as synonymous although they are not. Medical errors and system failures will occur in a health system, and it is integral to have healthcare provider support interventions to promote a just culture (Guerra-Paiva, 2022; PMID 3592698). There is currently a gap with a lack of a structured program that promotes, encourages, and supports healthcare providers in the event of a medical error or systems failure. The Center for Peer Support aims to address this gap by providing intentional interventions to foster a culture of safety.

Purpose/Objectives: The long-term goal of this project is to create a community of peer support leaders in all healthcare worker roles to provide an intervention after a patient safety event to all affected members of the team. The peer will function to support the healthcare provider and the interaction will be confidential. The near term goal is to create a critical mass of trained peer support leaders and provide a 24 hour hotline for healthcare teammates.

Methods/Approach/Evaluation Strategy:

- Design a program and training using in-house expertise
- Identify the number needed to reach a critical mass
- Design rubric to determine level of intervention based on the event with an option for the healthcare provider to choose to speak with a known trained peer support member or an unknown peer support member who understands context of event
- Obtain feedback from key stakeholders (affected healthcare providers, peer support teammates, trainers, supervisors)
- Incorporate this new concept/resource in the orientation of new employees and in the ongoing training for current employees

Outcomes/Results:

Compare 2024 CSS results with 2024 CSS results

Short term:

- Resource awareness; Number of interventions, feedback from those that utilized peer support
- Measure turnover, absenteeism after an event

Long term:

- Ongoing sustainability
- Measure call-in rate
- Employee retention

Discussion/Conclusion with Statement of Potential Impact: The creation of a Center for Peer Support will dramatically change how systems issues and medical errors are handled within the institution. The impact is to demonstrate a favorable response to an important item identified in the 2022 CSS survey, create a just culture, and improve patient and provider safety safety in a high reliability organization through a culture of support.