PSA: FRIEND OR FOE – Part I

*Highlights from 4/10/19 Town Hall about the Salem Hospital patient safety alert (PSA) reporting system and the quality and peer review process*

Medical Staff met in a town hall format on Wednesday, April 10 to review progress made and share perspective on growth opportunities for Salem Health’s Patient Safety Alert (PSA) incident reporting system and medical staff peer review. The event was led in an informal panel format by Dr. Jennifer Williams, Chair, Multidisciplinary Peer Review Committee (MPRC), and included contributions by Dr. Dan Costa, Chair, Committee for Professionalism (CfP), Dr.  Misha Mohindra, Chair, Credentials Committee, Dr. Kevin Thompson, Chair, Medical Specialty Department, Dr. Jeff Loa, Co-Captain of Medical Staff Engagement Baby A3 (Strategy) project regarding improving teamwork and transparency at Salem Health, Drs. Ed Austin and Amy Dourgarian, MPRC members, Sarah Horn, Chief Nursing Officer, and Dr. Chris Clarke, President, Salem Health Medical Staff.

Dr. Thompson started off by describing how far we’ve come in developing a peer review system within which the medical staff can feel supported. Dr. Williams talked about the importance of robust reporting systems in all industries in which safety is a paramount factor and especially in health care, and the necessity of having a careful process for monitoring performance and outcomes.

Dr. Williams addressed several myths about reporting at Salem Hospital. Highlights of this conversation included the following information:

* ***Less than 3% of PSAs are filed anonymously***
* ***Data does not bear out that there are individuals filing a disproportionately high number of PSAs (“super reporters”)***
* ***In 2018 only 5.4% of all 5,087 PSAs filed involved medical staff***
* ***In 2018 less than 1% of all 5,087 PSAs filed were related to concerns about interactions between physicians and nurses***

Dr. Williams described the review processes for PSAs and Medical Staff Peer Review and how peer review information is shared with the Credentials Committee, MEC and Board of Trustees.

Please click link to review the complete slide presentation: \_\_\_\_\_\_\_\_\_\_\_

Stay tuned for the next installment of the Town Hall highlights in a subsequent Common Ground newsletter.