



Monthly Newsletter

2021/06

Prepared By:
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JUST CULTURE

JUST CULTURE/PATIENT SAFETY ORGANIZATION/VERGE

Patient Safety Organization

The Johnson County EMS System is part of a Federal Patient Safety Organization (PSO). The PSO we are in is called the Center for Patient Safety (CPS). There are many benefits to being involved in a PSO, and one of those benefits is allowing us to learn from and have conversations about calls without being discoverable in court.

How do PSOs improve safety

PSOs support the collection, analysis, sharing and learning from incidents, near misses and unsafe conditions in through the use of Common Formats for uniform reporting of patient safety events. The information collected helps to determine what medical errors are occurring and why in order to prevent them from occurring again.

- PSOs aggregate data from many providers to identify risk patterns of care and system failure
- PSOs allow providers to work together in a confidential, protected space
- PSOs do not impose fines or other punitive results for participating – PSOs are not a regulatory body
- PSOs assure participating providers their safety work will not be used against them

What is Just Culture?

A just culture balances the need for an open and honest reporting environment with the end of a quality learning environment and culture. While the organization has a duty and responsibility to employees (and ultimately to patients), all employees are held responsible for the quality of their choices. Just culture requires a change in focus from errors and outcomes to system design and management of the behavioral choices of all employees.

JOCO EMS System and Just Culture

The JOCO EMS System has agreed to adopt and move toward a Just Culture. In order to start moving toward a Just Culture, the EMS System participated in a Safety Culture Survey. The purpose of this assessment was to try to gain insight into our safety culture currently and to identify our strengths as well as identify areas of potential growth. If you have not seen the results of this assessment, and you would like to, please contact your department leadership. If they are unable to provide the assessment results to you, they can contact Melody Morales at the Office of the Medical Director. The next page will give you a brief overview of the survey results.

SAMPLE SIZE

790

TOP 3 STRENGTHS

Overall Perceptions of Patient Safety
Teamwork
Communication During a Response

TOP 3 WEAKNESSES

Staffing, Work Pressure and Pace
Communication Openness
Response to Mistakes

RESPONSE RATE

78%

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What are we doing about it?

We will begin to focus on improving our weaknesses identified through the survey.

One way in which we are doing this is by participating in Just Culture Training. The leadership at each agency will be completing 3 phases of Just Culture training. Phase 1 and 2 of Just Culture Training has been completed and we are working on completing Phase 3.

Phase 1:

One hour overview presentation conducted by the Center for Patient Safety

Phase 2

Four hour online course

Phase 3

Seven 30 minute webinars on various topics as well as interaction/discussion from the group participants.

What is next for you?

In order for our system to fully adopt a Just Culture, we have to have everyone on board. Leadership is a big piece, but the bigger piece is you! We want you to understand what Just Culture is, how it will impact you, and hopefully you will see why it is a better way. Changing our culture takes time and effort, but we believe wholeheartedly that we are moving in the right direction! Your department will be sending out a video introducing you to Just Culture. Below is the link to the video in case you need it:

Just Culture Introduction- Johnson County.

Please watch it and let your leadership or us know if you have questions. We are here for you and we want to help.

VERGE

Verge is the online platform we are using to report a patient safety event. Next month's newsletter will cover more details about Verge.

DEPUTY MEDICAL DIRECTOR

Meet our Deputy Medical Director

Dr. Ruthstrom began his EMS career as a firefighter/EMT-Intermediate working for an ALS ambulance service and fire department in Manhattan, Kansas. He attended Kansas State University where he earned a Bachelor of Science in Biology. Dr. Ruthstrom attended medical school at the University Of Kansas School Of Medicine where he graduated in 2008. After medical school, he completed his residency training at UMKC/Truman Medical Center in 2011 specializing in Emergency Medicine. He continues to work full-time as an Emergency Medicine physician at Olathe Medical Center and also adds additional shifts at one of the area academic, Level 1 trauma centers at Truman Medical Center in downtown Kansas City, MO, where he is a clinical assistant professor of Emergency Medicine.



What to expect

Dr. Ruthstrom will be getting a response vehicle and you may start to see him responding on scenes. He will also be helping Dr. Jacobsen answer the Medical Director recorded phone line for field consults



913-229-5461

If you didn't see the update video from Dr. Jacobsen that was sent out recently with a few updates from our office, please watch the video link below:

<https://youtu.be/elwx2cAZ1V4>



QUESTIONS?

Contact

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A copy of this newsletter can be found online at:

jcemsmd.com