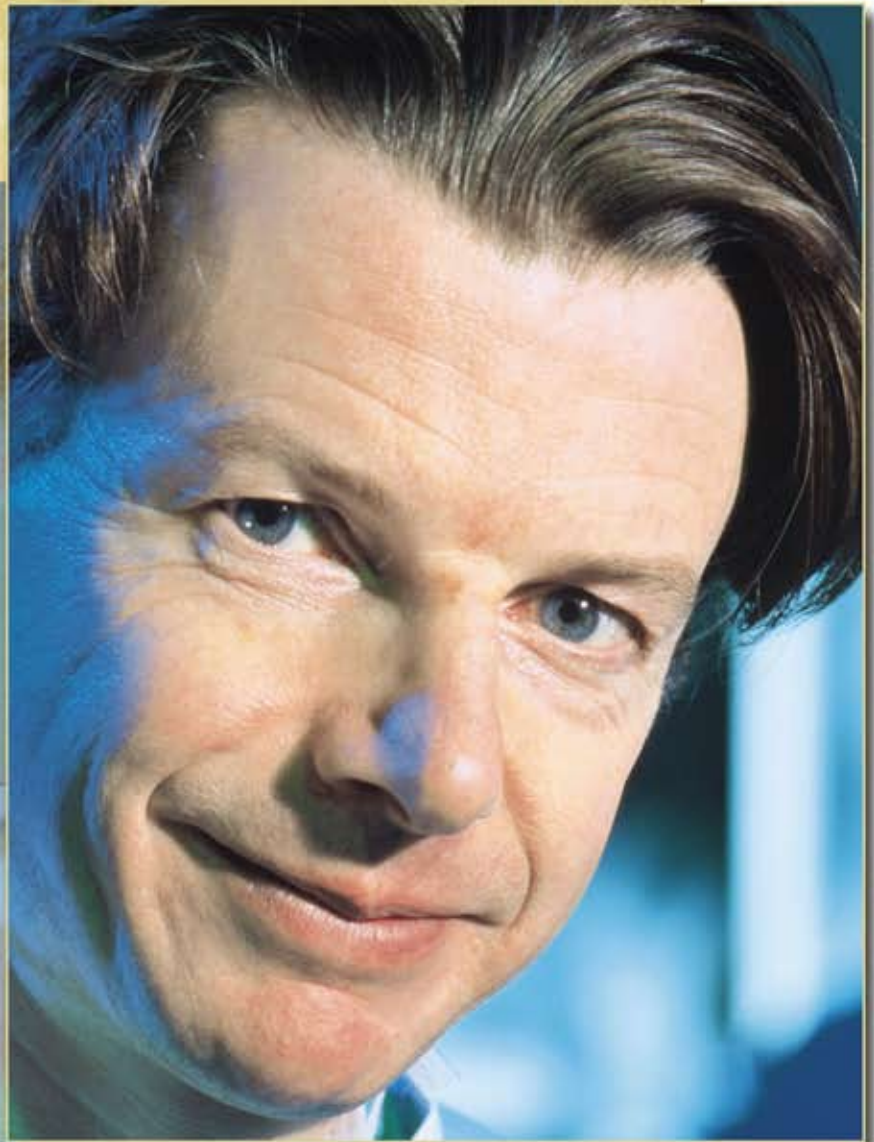


# 2006 ANNUAL REPORT

## OUR MISSION

*"To be a leader in providing solutions and resources to improve patient safety and the quality of health care delivery by conducting activities in collaboration with health care providers, physicians, purchasers, consumers and government."*



*A health care environment safe for all patients,  
in all processes, all the time.*



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## A NOTE FROM THE EXECUTIVE DIRECTOR

The Institute of Medicine's 1999 landmark report, *To Err Is Human* reported as many as 98,000 deaths occur annually due to errors in hospitals with potentially many more deaths due to errors occurring in other health care settings. The IOM's report resulted in an international focus on quality improvement and patient safety further encouraged by the IOM's March, 2001 report, "Crossing the Quality Chasm."



In 2003, responding to these reports and to growing concerns about medical malpractice rates in Missouri, Missouri Governor Bob Holden formed a 16-member Missouri Commission on Patient Safety. In July 2004, this Commission called for the creation of a "new private Missouri Center for Patient Safety...to act as a leadership vehicle for patient safety improvements and be a resource for health care organizations, professionals and consumers." This center was to advocate for error reduction, assist in sharing information, identify best practices, develop curricula for professionals and disseminate consumer education materials. It also recommended that such a center serve as Missouri's Patient Safety Organization (PSO) should federal legislation be passed defining requirements for such organizations.

Responding to the Commission's recommendation, the Missouri Hospital Association (MHA), Missouri State Medical Association (MSMA) and Primaris agreed to establish such an organization. In January 2005, the Missouri Center for Patient Safety (MOCPS) was officially established as a new not-for-profit organization in the state of Missouri.

A few short months later, in July 2005, federal legislation followed in the form of the federal Patient Safety and Quality Improvement Act of 2005. Providing a structure for state-based PSOs, the legislation provides protection for physicians and health care providers that voluntarily and confidentially report adverse event data and information to designated PSOs.

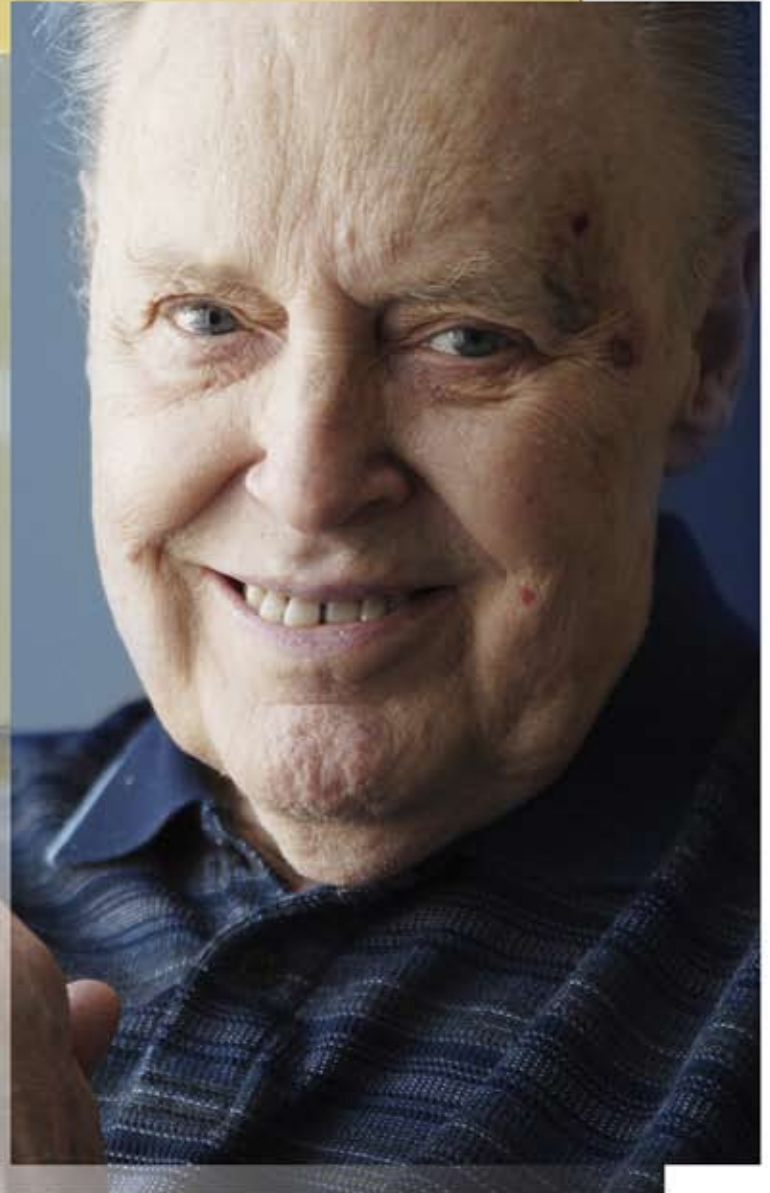
In December 2005, MOCPS became operational with my hiring as Executive Director. With leadership and management in place, the year 2006 was the Center's first full year of operation. It has been an exciting, busy year, full of growth. Now that the ball has started rolling, MOCPS is poised to help lead healthcare in Missouri toward a safer future.

With one year of progress down, many more ahead, please join me in celebrating the progress of 2006!

Sincerely,

Becky Miller, MHA, CPHQ, FACHE  
Executive Director

*"Missouri does not currently have an adverse event reporting system to learn what errors occur, why and how to prevent them – a system to be established by the Center once federal regulations are finalized."*





## 2006 OVERVIEW

### *Up and Running*

In its first year of operation, the Missouri Center for Patient Safety established its organizational structure, including a logo identity and a business plan that includes the Center's mission, vision and principles. The MOCPS Board of Directors was completed, made up of 12 members composed of three representatives from each of the founding member organizations and two public members, one being a Registered Nurse and the Center's Executive Director as ex-officio.

The officers of the Board are the Chairperson, Vice-chairperson and Secretary/Treasurer; one officer representing each founding member. The Center operates under a management agreement with Primaris for operational support including clinical resources, financial, human resource and data service support.

A 23-member Advisory Panel was established to engage diverse, key stakeholders in the Center's work. The Advisory Panel includes representation from hospitals, physician practices, health systems, regulators, purchasers, insurers, payers, consumers, education and research.

A structure for individual and organizational sponsorships was implemented resulting in five organizational, two individual sponsors and three special project sponsorships in its first year. The Center began seeking grant funding following receipt of its 501(c)3 status

from the Internal Revenue Service in August 2006. Financially, the Center met budgeted projections for 2006.

### *Web Site*

In today's world, the Internet allows organizations to easily and effectively communicate with the world at large. A Web site creates the public face of any organization, both to health care providers and the general public.

Recognizing the power of this tool, the Missouri Center for Patient Safety established a professional, adaptable Web site. Developed and launched in 2006, [www.mocps.org](http://www.mocps.org) is updated frequently and generates a steadily growing stream of traffic.

### *Currently the site:*

- Delivers the latest patient safety related news updates
- Houses a growing collection of patient safety tools and resources
- Provides an opportunity for individuals to sign up to receive Center updates
- Provides background information about the Center, including contact information
- Lists educational and training opportunities, including the ability to register on-line for Center programs
- Enables users to submit sponsorships to the Center to support statewide patient safety work.

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### *Patient Safety Awareness Week*

In March, MOCPS sponsored a special initiative, the first-ever Missouri Patient Safety Awareness Week, in collaboration with the Missouri Department of Health and Senior Services. In recognition of this event, the Center developed consumer and provider resources for medication safety, including “My Medicine List,” a resource for consumers to use to document their medication use and facilitate communication with their health care professionals; “What You Need to Know About Your Medication,” a consumer brochure and “Be Medicine Safe,” a poster encouraging medication safety as well as medication reconciliation resources from Missouri providers. These resources are posted on the Center’s Web site at [www.mocps.org](http://www.mocps.org).

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### *Where We Are: Surveys*

To begin our work, MOCPS determined it was necessary to gauge what patient safety activities were already occurring and to identify priorities. To gather this information, the Center surveyed Missouri hospitals, home health agencies, nursing homes and health care professional schools about their patient safety activities, needs and priorities.

The surveys revealed a great amount of patient safety work is being performed mainly within individual health care systems and organizations with limited forums in which to

share patient safety successes and challenges. Patient safety priorities of education and training, best practices, benchmarking and facilitation of clinical collaboratives were identified among all of the groups that were surveyed. These are all activities MOCPS was established to accomplish.

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### *Education and Training*

The Center held a successful Establishing a Just Culture for Patient Safety conference in October that exceeded attendance expectations, resulted in extremely positive evaluations and interest from attendees in a statewide collaborative on Just Culture.

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### *Resources*

The Center established a Guideline for Consumer Issues and Concerns as a resource to assist consumers in addressing patient safety concerns with their health care providers.

In addition to the resources communicated by the Center and posted on its Web site, the Center has begun to achieve recognition across the state as evidenced by organizations and individuals contacting the Center requesting information and involvement of the Center in patient safety related activities. A communications plan was established in 2006 to be further implemented in 2007 to build upon this initial statewide recognition for the Center and its work.



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### *Patient Safety Organization Implementation*

While awaiting the publication of federal regulations further defining requirements of PSOs, the Center took initial steps in 2006 to meet such requirements. Such steps included scheduling of statewide information sessions on the federal Patient Safety and Quality Improvement Act of 2005 to be held in 2007, establishing a Clinical Advisory Committee, assessing the type of information Missouri providers currently collect and how and identifying options for statewide adverse event reporting system implementation. The Center also reviewed data and information currently available about patient safety in Missouri. This review identified a number of publicly available reports of various health care quality and patient safety measures that only provide a snapshot of care and limited data and

information about medical errors that occur in Missouri and why. Unlike as many as 24 other states with some type of adverse events reporting, both mandatory and voluntary, Missouri does not currently have an adverse event reporting system to learn what errors occur, why and how to prevent them – a system to be established by the Center once federal regulations are finalized.

The work accomplished by the Center during its first year of operation as detailed in this report is the basis to build upon in 2007 and subsequent years to further the Center's mission "to be a leader in providing solutions and resources to improve patient safety and the quality of health care delivery by conducting activities in collaboration with health care providers, physicians, purchasers, consumers and government."

*"The Missouri Center for Patient Safety will continue to expand on its current work and increase its presence."*



Missouri  
**Center for  
Patient Safety**



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## COMING IN 2007

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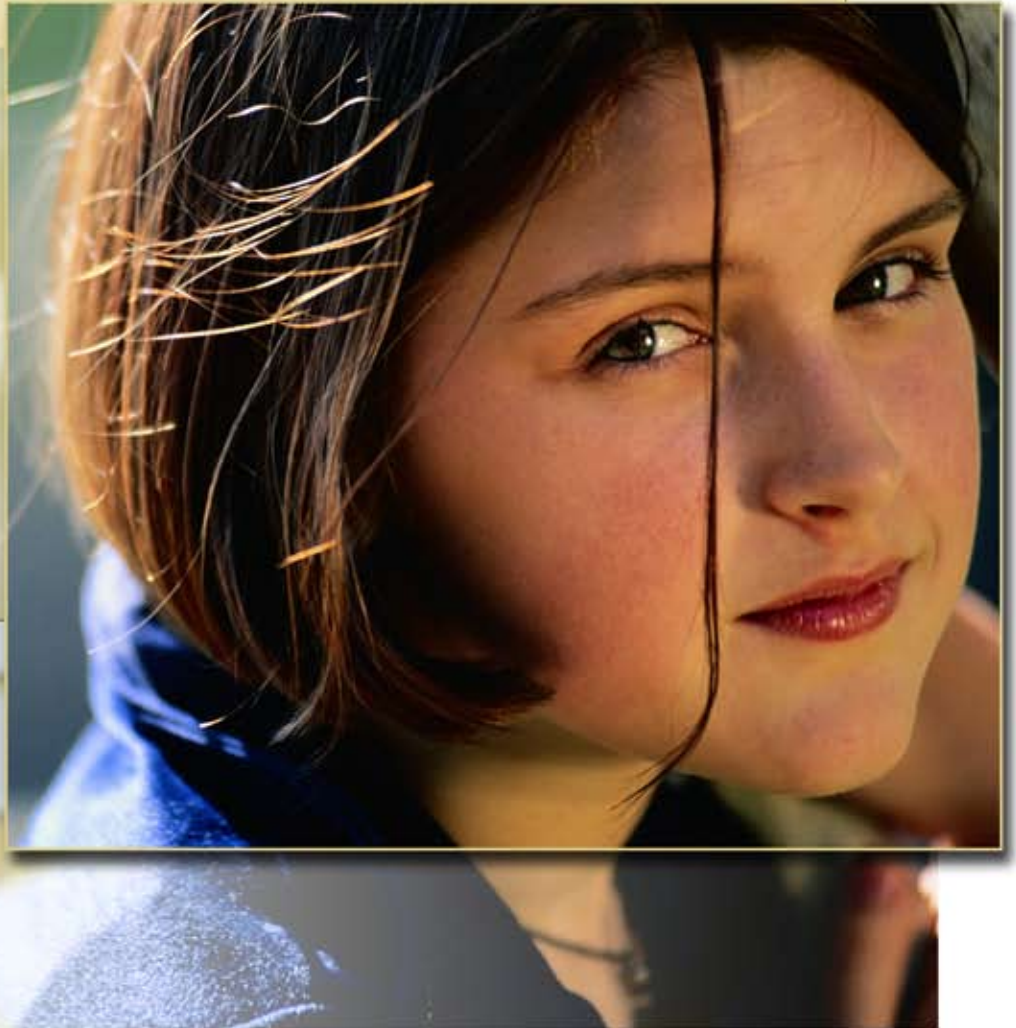
**I**n the coming year, in addition to seeking new funding sources and additional Center sponsors, the Missouri Center for Patient Safety will continue to expand on its current work and increase its presence among Missouri health care providers, patients and their families and other individuals and organizations with a stake in improving patient safety.

After the success of the first Missouri Patient Safety Awareness Week, MOCPS will expand statewide patient safety recognition from a special week to a special month in March 2007. In recognition of Missouri Patient Safety Awareness Month, MOCPS will hold its first-ever statewide conference to bring together national and state experts on patient safety to share insights and challenges.

The Web site [www.mocps.org](http://www.mocps.org) will be expanded as MOCPS adds accomplishments, resources and activities of interest. It will continue as an ever-improving resource for consumers, providers and organizations working to improve patient safety in Missouri.

Also, in 2007, the Missouri Center for Patient Safety will launch a voluntary, major statewide patient safety project to standardize the use of colored wristbands in hospitals. Other activities to be undertaken include seeking grant funding to support a statewide Just Culture collaborative in response to the overwhelming interest in learning more about a Just Culture for patient safety. The Center will also continue its work positioning itself as a statewide PSO.

*"A health care  
environment safe  
for all patients, in  
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Missouri  
**Center for  
Patient Safety**



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## MOCPS FOUNDING MEMBERS

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Missouri Hospital Association ~ Missouri State Medical Association ~ Primaris

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## MOCPS BOARD OF DIRECTORS

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### *Officers - 2006*

**H. Jerry Murrell, M.D.**  
Chairperson (MSMA),  
Columbia

**Richard A. Royer**  
Vice-Chairperson (Primaris),  
Columbia

**Bruce L. Van Cleave M.D.**  
Secretary/Treasurer (MHA),  
Kansas City

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### *Board Members*

**Steven C. Bjelich, FACHE**, St. Francis Healthcare System, Cape Girardeau

**Edmond Cabbabe, MD**, St. Louis

**Dwight L. Fine**, Missouri Hospital Association, Jefferson City

**S. Gordon Jones, Jr., MD**, Sikeston

**Paula Nickelson**, Missouri Department of Health and Senior Services, Jefferson City

**C.C. Swarens**, Missouri State Medical Association, Jefferson City

**Coreen Vlodychuk, BSN**, Barnes Jewish Hospital, St. Louis

**Joseph M. Yasso, Jr., DO, FCOFP**, Grain Valley

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### *Ex-Officio*

**Becky Miller, MHA, CPHQ, FACHE**, Executive Director

## MOCPS ADVISORY PANEL

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***Chair—Susan Kendig, RNC, MSN***

College of Nursing, University of  
Missouri, St. Louis

**Bonnie Bowles**

Missouri Association of Osteopathic  
Physicians and Surgeons

**Sharon Burnett**

Missouri Hospital Association

**Thomas Cartmell**

Wagstaff and Cartmell, LLP

**Denise Clemonds**

Missouri Association of Homes for the Aging

**Erma Cunningham**

Consumer, AARP

**Mike Delaney**

Healthcare Services Group

**Jon Dolan**

Missouri Health Care Association

**Ron Fitzwater**

Missouri Pharmacy Association

**Laurie Hines**

Missouri Department of Health and  
Senior Services

**Glen Jett**

President, Missouri Nurses Association

**Bonnie Johnson**

St. Lukes Health System

**Kevin Kincaid**

Missouri State Board of Pharmacy

**Gregg Laiben, MD**

Primaris

**Ron Meyer**

Missouri Consolidated Health Care Plan

**Pat Mills**

Missouri State Medical Association

**Shelley Neimeier**

SSM Health Care

**Michael Perry, MD**

University of Missouri-Columbia

**Mary Schantz**

Missouri Alliance for Home Care

**Lori Scheidt**

Missouri State Board of Nursing

**Tina Steinman**

Missouri State Board of Healing Arts

**Douglas Wakefield, PhD**

University of Missouri-Columbia  
Center for Health Care Quality

**Deborah Zimmerman, MD**

Mercy Health Plans



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## FIRST YEAR SPONSORS

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The Missouri Center for Patient Safety thanks the following first year sponsors for their support of the Center's work and its mission and vision.

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### *Platinum*

Healthcare Services Group

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### *Silver*

Missouri State Medical Foundation

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### *Bronze*

Missouri Organization of Nurse Leaders

Missouri Nurses Association

Missouri Association for Healthcare Quality

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### *Individuals*

Dr. H. Jerry and Beverly Murrell

C.C. and Karen Swarens

Initial funding to establish the Center was provided by its founding members, the Missouri Hospital Association, Missouri State Medical Association and Primaris.

To support ongoing operations, the Center offers individual and organizational sponsorships. Sponsorships are also available for special projects undertaken by the Center.

**Sponsorship details are available at**

*[www.mocps.org/sponsors/](http://www.mocps.org/sponsors/)*

**or by calling the Center at**

**(573) 636-1014**

