



In This Issue

[EQIC events](#)
[Tools and resources](#)
[Education](#)

EQIC events

Tuesday, Jan. 31

[The art and science of process improvement](#)

1 - 1:30 p.m.

Join EQIC for this short, 30-minute “quickinar” to empower your team with best practices for facilitating process improvement. You will learn to use fundamental principles, basic change concepts and well-known quality improvement models to deliver quick and meaningful results. We’ll share practical tips, tools and techniques to provide your team with “how-to” guidance to test and implement changes in real work settings, accelerate spread and sustain continuous improvement. All hospital-based healthcare professionals are encouraged to attend.

Wednesday, Feb. 1

[Culture of Safety Survey reports, debrief and action planning](#)

2 - 3 p.m.

For those hospitals that administered the Agency for Healthcare Research and Quality Hospital Survey on Patient Safety Culture Version 2.0 survey with EQIC last year, we will host a follow-up webinar to review reports and data derived from the various dimensions of the survey. Debriefing and action planning tools will be shared that can help prevent adverse events and injuries in healthcare organizations. By participating in this webinar, you will be better prepared to discuss survey results at the hospital and unit levels and to develop action plans to improve the safety culture in your organization.

Tuesday and Wednesday, Feb. 7-8

[Patient safety: Navigating the new normal](#)

EQIC is excited to offer continuing education credit hours at its first-ever virtual conference. This two-day event includes sessions on clinical best practices for falls and pressure injuries, the fundamentals

of infection control and how to build a foundation of patient safety and create a culture of quality in your organization.

Attendees are eligible for available continuing education credits. This activity is approved for:

- a maximum of 10.0 contact hours of continuing pharmacy education credit;
- up to 10.0 contact hours of nursing education activity; and/or
- a maximum of 10.0 CPHQ continuing education credits.

All hospital-based healthcare professionals are encouraged to attend. EQIC recommends hospital leadership, including chief medical officers, chief nursing officers, chief quality officers and directors of nursing education, as well as physicians, nurses, infection preventionists and bedside staff participate.

Tools and resources

Training and the culture of learning

As described by AHA, a culturally aware healthcare system is one that “acknowledges the importance of culture, incorporates the assessment of multicultural relations, recognizes the potential impact of cultural differences, expands cultural knowledge and adapts services to meet culturally unique needs.”

Although the term "[cultural competence](#)" is commonly used to describe how to improve cultural understanding, it is important to distinguish that cultural humility and awareness is a continuous process that requires ongoing learning and should be an institutional priority. Ultimately, cultural humility is an essential means to reduce racial and ethnic health disparities and improve equity of care.

To learn how to create a culture of continuous learning that promotes more equitable and culturally appropriate care, review the [AHA IFDHE Training and the Culture of Learning Toolkit](#) and contact your EQIC Project Manager. Additional cultural competency resources and training are available on [SAMHSA's website](#).

Education

Thursday, Feb. 9

[Promoting zero harm through tiered briefs](#)

1 - 2 p.m.

Continued healthcare staffing and supply shortages are leading to burnout, frustration, decreased morale and ultimately, increased potential for patient and staff harm. This month's HQIC Community of Practice call will highlight one hospital's journey to "zero harm." The Medical University of South Carolina used the Team STEPPS concept of Tiered Briefs as a foundational tool to promote timely bi-directional communication from the frontline to executive leaders and empower everyone to solve problems quickly. Learn how this best practice can be adapted by both large and small hospitals to improve safety across the board.

Questions

Please contact [Cathleen Wright](#) or your [EQIC project manager](#) with any questions.

© 2023 Healthcare Association of New York State, Inc. and its subsidiaries.

[Unsubscribe](#)

One Empire Drive, Rensselaer, NY 12144