National Action Alliance Webinar: Engineering Safety into Practice Through Implementation of the 2025 SAFER Guides Chat Conversations, January 21, 2025

from Zachary Terseck to everyone: 11:56 AM

Welcome to the January NAA National Webinar. We will be starting the webinar shortly.

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from Zachary Terseck to everyone: 12:01 PM

We encourage all interested healthcare systems to visit the National Action Alliance's website to understand the commitment process, which involves having an executive leader in safety pledge on behalf of the organization. Organizations may formalize their commitment by submitting it via email to NationalActionAlliance@hhs.gov.

The commitment link: https://www.ahrq.gov/action-alliance/commitment/index.html

from Jeff Satine to all panelists: 12:15 PM

Will there be a slide deck available for this webinar?

from Bhatnagar, Melissa (AHRQ/CQuIPS) (privately):   12:15 PM

Yes, thank you for your question. The slides and recording will be posted on the National Action Alliance webpage after the session, and sent out to the attendees.

from Anne Lara to everyone: 12:16 PM

Great! Thank you.

from s tompkins to all panelists: 12:19 PM

Were these guides updated to align with the HIPAA proposed rule or vice versa or neither?

from Greg to everyone: 12:19 PM

Will there be clear differences and comparison of what changed this year? It was very challenging to round feedback to attest, so knowing there are changes, it will be very much appreciated to pinpoint which sections, what is new, etc. Please help us isolate.

from Janice Tufte to everyone: 12:23 PM

Yes, important that patients are aware of AI involvement in visits and care.

from Heather Sherman to everyone: 12:23 PM

By consent, do you mean "informed consent" in the therapeutic process as opposed to risk management?

from jeff gold to everyone: 12:24 PM

Great paper on how LLMs can be corrupted by bad data as well.

from jeff gold to everyone: 12:24 PM

https://www.nature.com/articles/s41591-024-03445-1

from Morgan, Jeremy to all panelists: 12:24 PM

Is there a plan to update these on a more regular basis now that the review of these is required by the Promoting Interoperability Program?

from Steph to all panelists: 12:32 PM

Do you have recommendations or tips specifically for small independent practices to implement these guides successfully? Many do not have time away from patient care, expertise, nor financial ability to do this as thoroughly as stated today. I want to help them realize they can do it!

from Dean Sittig to everyone: 12:37 PM

Often these smaller practices rely more on their EHR vendors to help them. It is important to make sure that the EHR is configured appropriately. Then the organization needs to do a smaller amount of work.

from Zachary Terseck to everyone: 12:38 PM

How will your organization use the SAFER Guides in 2025?

from Susan Gutjahr to everyone: 12:38 PM

We will print the guides and review them as part of our weekly EMR Steering Committee multi-disc meeting.

from Amanda Strom to everyone: 12:38 PM

I second the question on if there will be a document indicating the changes for 2025.

from Jacobett Wasonga-Agak to everyone: 12:39 PM

Incorporate some of the guides in the clinical practice meetings.

from Amanda Strom to everyone: 12:39 PM

We conducted a survey similar to the presenter, nearly identical, but also added in the responders' original response so they could indicate if there had been any changes from the year prior. We will plan to do the same for 2025.

from Dean Sittig to everyone: 12:39 PM

There is a new article coming out in the Journal of the American Medical Informatics Association that describes the process we went through, but not the specific changes to each recommendation.

from Lorraine Vargas to everyone: 12:40 PM

Will the SAFER guides come in a different format like Excel in addition to what is available on-site?

from Ballard, Elizabeth to everyone: 12:40 PM

Will the 2025 SAFER Guides be required to be used for 2025 Promoting Interoperability attestation?

from Homer C. to everyone: 12:40 PM

Do you have results that measure the improvement in safety after an organization goes through this process?

from Susan Gutjahr to everyone: 12:41 PM

As we have completed the SAFER Guides over the last 3 years, we have been mostly positive with our compliance with the recommendations; however, our review in 2024 was more critical and some statuses changed to partially implemented or not implemented (downgraded) because we realized that we had processes in place to close a recommendation gap that the EMR did not address. We felt this was the only way we could push our EMR vendor to addresses these gaps.

from Lex to everyone: 12:41 PM

Truly awesome Patty. Having all teammates in the proj group weigh in on perspectives gives a stronger picture of gaps and focus areas. Thank you for sharing your team's approach!

from Amanda Strom to everyone: 12:41 PM

Also, will there be a time where "fully implemented" is required to support attestation for Promoting Interoperability programs?

from JoAnn Secakuku to everyone: 12:43 PM

We followed a similar approach as well. Glad to know that our process was positively validated that we may be on the right journey. Look forward to hearing recommendations of how to get stakeholders on board to complete. Thank you!

from JoAnn Secakuku to everyone: 12:44 PM

I love the use of a PM!

from Dionne Garcia to everyone: 12:45 PM

Smaller practices could lean on their EHR vendor for some areas of the assessment.

from Lex to everyone: 12:48 PM

For those with a more mature process, did you find an existing multidiscipline committee to fold this work into or did you stand up a net new review team?

from Ann Addeo to everyone: 12:48 PM

 Will the recommendations eventually be required to be fully implemented?

from Ann Addeo to everyone: 12:50 PM

Are the new guides going to eliminate the overlap with the SOX/HIPAA Security Risk Assessment? There is no need for things like security and password policies to be revisited, as they are addressed in the security risk assessment.

from JoAnn Secakuku to everyone: 12:51 PM

Love Ann's question!

from Maatje Wessels to everyone: 12:52 PM

Are there laws in place forcing vendors to comply with guidelines such as the SAFER guidelines?

from Jaclyn Jeffries to everyone: 12:55 PM

Patty you've been an incredible and generous help! Thank you so much for your continued expertise and presentation of the SAFER Guides.

from arvind to everyone: 12:56 PM

How do SAFER assessments help mitigate MedMal and defensibility?

from Hardeep Singh to everyone: 12:58 PM

Here is a paper about vendors and SAFER Guides
https://jamanetwork.com/journals/jama/fullarticle/2784288

from Hardeep Singh to everyone: 1:00 PM

Several safety and med mal issues could be addressed with use of SAFER Guides. Here is a paper, but it's about the 2016 SAFER Guides.
https://www.jointcommissionjournal.com/article/S1553-7250(17)30205-2/abstract

from Zachary Terseck to everyone: 1:00 PM

Tuesday, February 18, 2025 (Noon- 1:00 PM ET)

Registration is open and can be found on the NAA website.

https://cma.ahrq.gov/naafeb2025

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from Manasi Apte to all panelists: 1:00 PM

Thank you everyone!

from Dionne Garcia to everyone: 1:00 PM

Thank you !!

from Sophia Rani Anthonisamy to everyone: 1:00 PM

Thank you

from Venita Yawakie-Lucero to everyone: 1:01 PM

Where can I sign up for the Psychological Safety webinar?

from Manasi Apte to everyone: 1:01 PM

Registration is open and can be found on the NAA website.

https://cma.ahrq.gov/naafeb2025