

2023

HRO – THE POWER OF CLINICAL IMPROVEMENT AND PATIENT ADVOCACY

By Ann E. Doran, Rosanna Powers and Don Prisby



Ann E. Doran
Executive Director,
Patient Advocacy,
**Veterans Health Administration
Department of Veterans Affairs**



Don Prisby,
Founder and President,
NorthPoint Advocates



Rosanna Powers
HRO Director,
**VISN 8 Department of
Veterans Affairs**

The 2023 VA Healthcare Summit, sponsored by IDGA, will be held July 18-19, 2023 at the Westin Old Town in Alexandria, Virginia. Among the key topics presented will be an update on the High Reliability Organization (“HRO”) effort and its success at the enterprise and the VISN levels. Summit Co-Chair Don Prisby recently spoke with Patient Advocacy and HRO leaders.

Improving clinical delivery and patient well-being are key drivers in High Reliability Organization efforts. Collaboration between HRO and Patient Advocate leadership at the VISN- and VACO-levels speaks to the VA’s commitment to the HRO Pillars, Principles and Values.

HROs are characterized as highly complex and high-risk environments experiencing fewer than anticipated accidents or events of harm. The VHA, including VISN 8’s seven healthcare systems is on a journey to becoming an HRO.

Safety Forums, one of the foundational practices of an HRO have been in progress at VISN 8 since 2021. The forums are an open

platform for staff to discuss a topic of concern and to share practices and improvements related to reducing harm. The most recent HRO Safety Forum topic was “Scheduling Errors.” This topic was a great opportunity for sharing standard work and best practices across the VISN. Continuing to talk about these opportunities for improvement and sharing concerns in the forums exemplifies the HRO Principle “Preoccupation with Failure” and HRO Value “It’s about the Veteran.” “Our journey to high reliability includes listening to both our internal and external customers and getting to the root cause to identify potential solutions to improve our healthcare system,” noted Rosanna Powers, VISN 8 HRO Officer. “Our partners in Patient Advocacy provide us with key information to guide us in opportunities for improvement at the VISN and facility level.”

On an enterprise level, Ann E. Doran, Executive Director of the Office of Patient Advocacy discussed how in one instance, patient advocates acted as liaisons for a Veteran regarding a surgical procedure. By speaking for the Veteran, an “It’s

About the Veteran” HRO Value, assurance was provided to the patient. Subsequent process improvements were made for communication between providers and those whom they serve. In addition, Ms. Doran referred to the Patient Advocate Tracking System-Replacement effort (PATS-R) as an HRO example of system-wide improvement. Doran remarked, “The PATS-R system replacement is an excellent example of the involvement of Patient Advocates in the implementation of the HRO principles ‘Reluctance to Simplify’ and ‘Preoccupation with Failure’. The final product provides meaningful and actionable data for all levels of staff and Leadership at VHA.”

At the VA Healthcare Summit, Doran and Powers will be presenting additional perspective on HRO commitment at the VISN- and enterprise-levels. This collaboration of clinical improvement and patient advocacy demonstrates the VA’s overall HRO mission to transform health care practices leading to Veteran well-being and operational excellence.

VA Healthcare

2023

18 - 19 July, 2023 | The Westin Alexandria Old Town

SPEAKERS INCLUDE:

OUR CONFERENCE CO-CHAIRS



James Gfrerer
CEO; Federal Business LLC;
**Former CIO, Department
of Veterans Affairs**



Don Prisby
Founder and President
NorthPoint Advocates



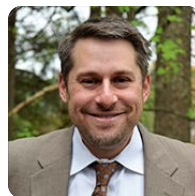
Dr. Jesse Ehrenfeld MD, MPH
President
American Medical Association



Hillary Peabody MPH
Deputy Assistant Under Secretary
for Health for Integrated Veteran Care,
Veterans Health Administration
Department of Veterans Affairs



Dr. Neil Evans MD
Chief Officer Office of Connected Care
Veterans Health Administration & Senior
Advisor to the Assistant Secretary for
Information and Technology/CIO Office of
Information and Technology
Department of Veterans Affairs



Dr. Kevin Galpin MD
Executive Director, Telehealth
Services Office of Connected Care,
Veterans Health Administration
Department of Veterans Affairs



Dr. Peter Kaboli MD, MS
Acting Executive Director, Office of Rural Health
Department of Veterans Affairs



Dr. Helga Rippen MD, PhD, MPH, FACPM
Chief Interoperability and Veteran
Access Officer
Department of Veterans Affairs



Evan Albert
Director of Measurement and Data Analytics
Department of Veterans Affairs



Ann Doran
Executive Director, Patient Advocacy,
Veterans Health Administration
Department of Veterans Affairs



Dr. Angela Billups Ph.D
Executive Director, Office of Acquisition
and Logistics
Department of Veterans Affairs



Dave Sloniker
Principal Executive Director, Enterprise
Office of Supply Chain Management (ESCM);
Executive Director, VA Logistics Redesign
Program Office (VALOR)
Department of Veterans Affairs

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