



WSHMMA Presentation: The Quality Panel

PANELISTS:

GINGER SHARP, VP & CHIEF SUPPLY CHAIN OFFICER, LEGACY HEALTH

ERIK WALERIUS: CHIEF SUPPLY CHAIN OFFICER, UW MEDICINE

JASON MOULDING: CHIEF SUPPLY CHAIN OFFICER & PRESIDENT OF MYRIADD SUPPLY NETWORK, MULTICARE HEALTH

MODERATOR:

ANGELIQUE BESLIC, SR. DIRECTOR OF SUPPLY CHAIN, LEGACY HEALTH



Title: Integrated Risk Management: Enhancing Patient Safety Through Supply Chain Collaboration

- ▶ **Short Description:** This panel will explore how healthcare supply chain, risk management, and patient safety teams can collaborate to enhance patient outcomes, streamline risk mitigation, and ensure regulatory compliance. Through real-time data, integrated frameworks, and a culture of trust, panelists will discuss best practices, lessons learned from crises, and innovative strategies to address the evolving challenges in healthcare safety.

3 Learning Objectives:

1

Develop an Integrated Risk Management Approach

Participants will learn how to establish cross-departmental frameworks and collaborative processes that connect supply chain, risk management, and patient safety teams, enabling real-time identification, analysis, and resolution of patient harm events to improve patient safety outcomes.

2

Leverage Data and Technology to Enhance Communication and Compliance

Participants will gain insights into utilizing real-time data tracking, cloud-based platforms, and advanced analytics to improve communication, transparency, and regulatory compliance across departments, ensuring more effective risk mitigation and safety management.

3

Foster a Just Culture for Safety Reporting and Continuous Improvement

Participants will understand how to create non-punitive safety reporting systems, bridge cultural divides between clinical and operational teams, and implement escalation pathways that promote trust, psychological safety, and meaningful change in healthcare supply chain operations.

Question #1:

▶ How can healthcare supply chain, risk management, and patient safety teams better collaborate to identify and address root causes of patient harm events in real-time?

- ❖ This question opens the discussion about breaking down silos between departments and fostering a proactive, cross-functional approach to patient safety.



Question #2:

- ▶ What role does data and technology play in accelerating the identification and resolution of safety risks, and how can we ensure real-time communication across teams during critical events?
- ❖ This question explores the value of leveraging modern tools like real-time data tracking, cloud platforms, and analytics to enhance decision-making and mitigate risks.



Question #3:

- ▶ Given the complexities of regulatory compliance (e.g., TJC, DNV), how can healthcare organizations integrate supply chain management with quality control and risk management to ensure both compliance and better patient outcomes?
- ❖ This combines the importance of regulatory frameworks and the need for alignment between supply chain, quality, and risk teams to improve overall safety and compliance.

Question #4:

- ▶ What are the best practices for building a unified risk management framework that involves continuous monitoring of product risks throughout the entire product lifecycle?
- ❖ This question ties into the discussion of integrating supply chain with quality assurance processes to address product risks and enhance patient safety from procurement to patient care.



Question #5:

- ▶ How can healthcare organizations improve communication and transparency during safety incidents or product recalls to ensure rapid response and minimize patient harm?
- ❖ This focuses on the importance of transparent communication and standardized reporting, which are critical during crises or when issues arise in the supply chain.

Question #6:

What steps can healthcare organizations take to create a 'Just Culture' that encourages open reporting of safety concerns without fear of retribution, and how does this impact the collaboration between clinical and operational teams?

This emphasizes the importance of psychological safety, trust, and fostering a culture where all staff feel empowered to report concerns, which strengthens the relationship between clinical and non-clinical departments.



Question #7: **BONUS**

- ▶ Looking at lessons from recent patient safety crises (like the IV fluid shortage), how can healthcare organizations build more resilient systems that respond to emergencies while ensuring product quality and safety?
- ❖ This question connects the lessons learned from past crises to creating a more adaptable and resilient healthcare supply chain and risk management system.



Q&A

THANK YOU ALL!