



Leading Healthcare

MHA Keystone Center PSO: Overview of Safety Culture Data

Adam Novak
Director, Safety Initiatives
MHA Keystone Center

August 20, 2021

About the MHA Keystone Center

Established: 2003

Mission: Supporting healthcare providers to achieve excellence in the outcomes desired by the people they serve.

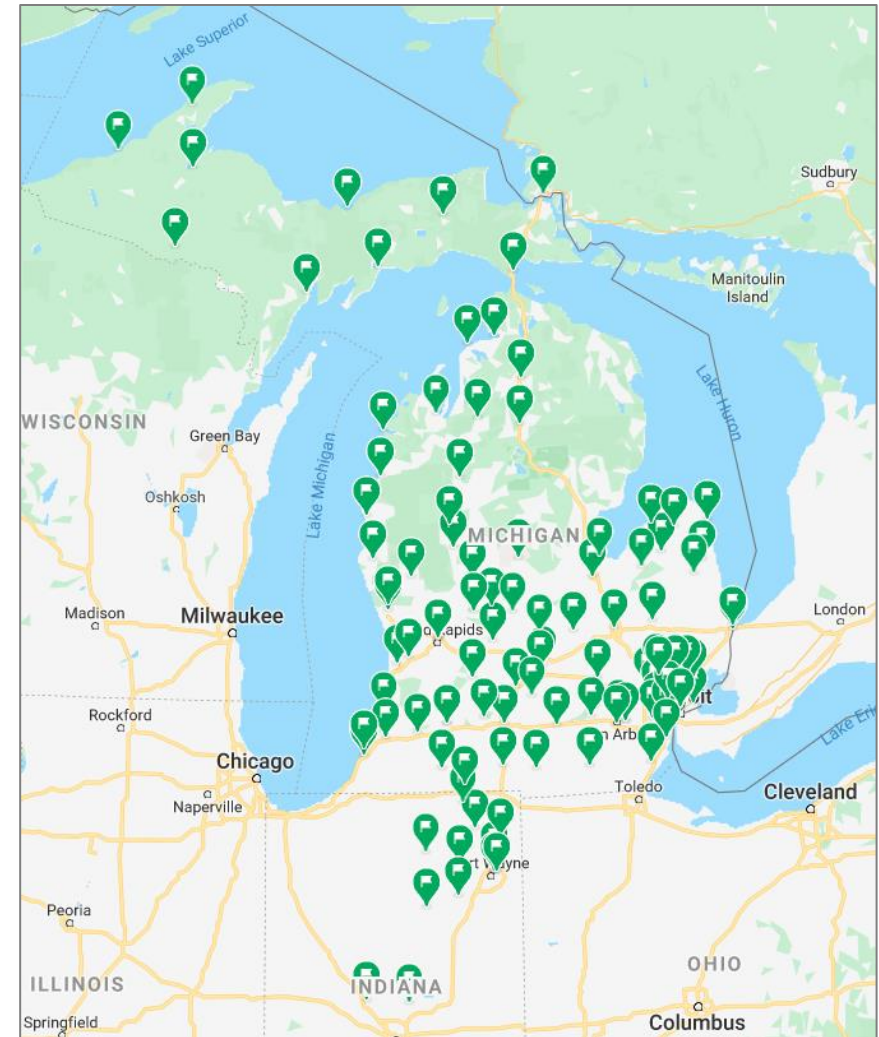
Vision: Achieving the highest quality healthcare outcomes that meet individual values

Values: Excellence, Innovation, Compassion, Teamwork



About the MHA Keystone Center PSO

- Certified component PSO in 2009
- 128 hospitals in MI and IN
- 33 CAHs



About the MHA Keystone Center PSO

- Patient Safety & Quality Improvement Act
- PSOs collect, analyze and disseminate lessons learned from adverse event data
- Can legally protect data, encourages voluntary reporting

The screenshot shows the HHS.gov website interface. At the top, it displays "HHS.gov" and "U.S. Department of Health & Human Services". Below this is the "Health Information Privacy" section. A search bar contains the text "I'm looking for...". To the right of the search bar is a magnifying glass icon and a link to "HHS A-Z Index".

Below the search bar are four navigation buttons: "HIPAA for Individuals", "Filing a Complaint", "HIPAA for Professionals", and "Newsroom".

The main content area shows a breadcrumb trail: "HHS > HIPAA Home > For Professionals > Patient Safety". The title of the page is "Patient Safety & Quality Improvement Act of 2005 Statute & Rule".

On the left side, there is a vertical menu with the following items: "HIPAA for Professionals", "Regulatory Initiatives", "Privacy", "Security", "Breach Notification", and "Compliance & Enforcement".

On the right side, there are utility links: "Text Resize", "Print", and "Share" (with social media icons for Facebook, Twitter, and a plus sign). The main heading is "Patient Safety and Quality Improvement Act of 2005 Statute and Rule".

Under the heading, there is a sub-heading "Statute" followed by a paragraph: "The Patient Safety and Quality Improvement Act of 2005 (PSQIA) establishes a voluntary reporting system designed to enhance the data available to assess and resolve patient safety and health care quality issues. To encourage the reporting and analysis of medical errors, PSQIA provides Federal privilege and confidentiality protections for patient safety information, called patient safety work product. PSQIA authorizes HHS to impose civil money penalties for violations of patient safety confidentiality. PSQIA also authorizes the Agency for Healthcare Research and Quality (AHRQ) to list patient safety organizations (PSOs). PSOs are the external experts that collect and review patient safety information."

About the MHA Keystone Center PSO

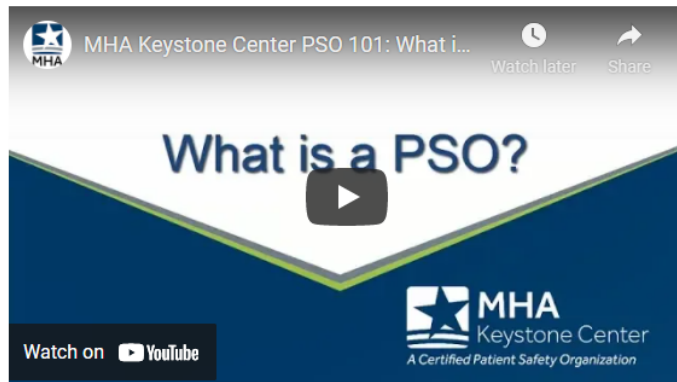
- PSO 101 short video series (located on [PSO online community](#))

The MHA Keystone Center Patient Safety Organization

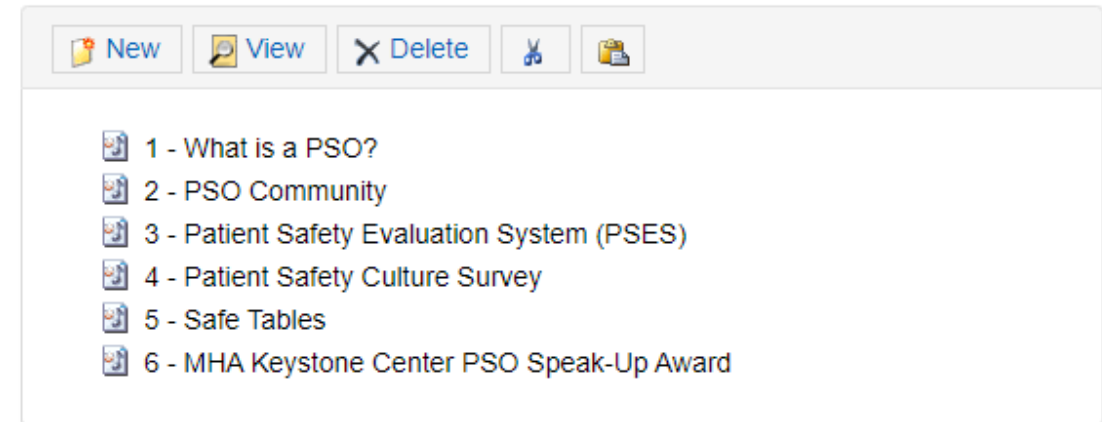
The MHA Keystone Center is recognized as a [Federally-listed Patient Safety Organization](#) (PSO) by the Agency for Healthcare Research and Quality (AHRQ).

The MHA Keystone Center PSO works with members to adopt a strong cultural stance on patient safety by emphasizing the importance of improvement at the organizational and unit level.

Learn more about how the MHA Keystone Center PSO is [creating a culture of high reliability](#).

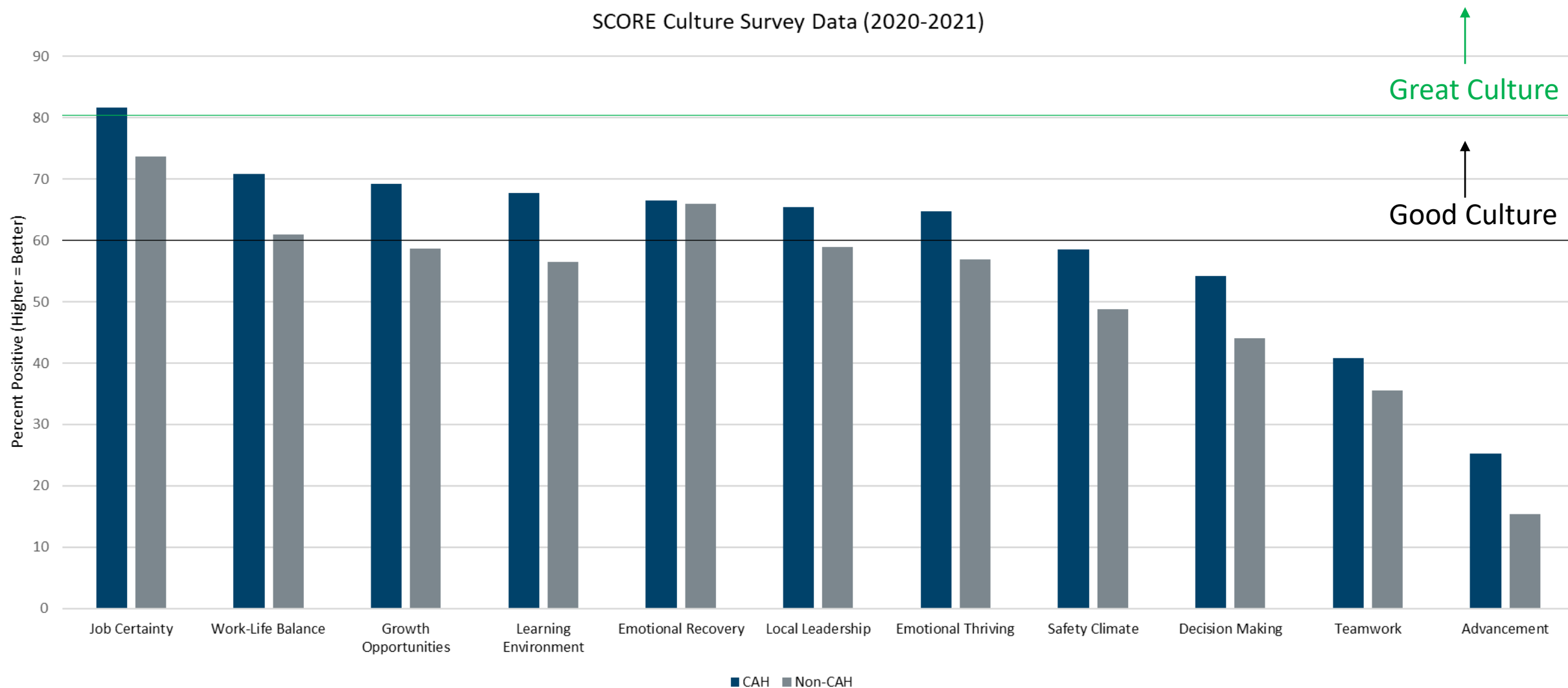


Folder Contents



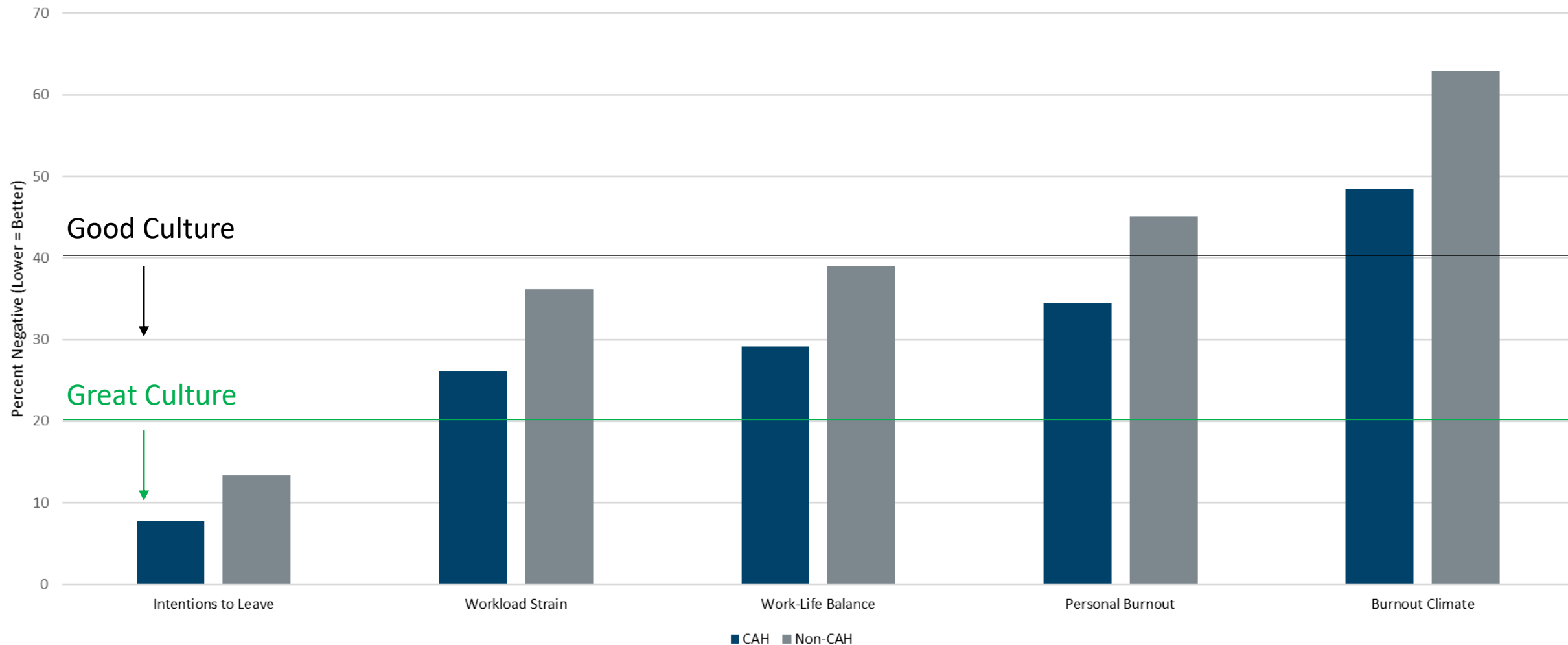
Culture Survey Data

SCORE Culture Survey Data (2020-2021)



Culture Survey Data

SCORE Culture Survey Data (2020-2021)





MHA
Keystone Center

A Certified Patient Safety Organization

Leading Healthcare



2112 University Park Drive | Okemos, MI 48864

(517) 323-3443 | www.mha.org

Adam Novak

anovak@mha.org