

CHARTER

Massachusetts Healthcare Safety and Quality Consortium

PREAMBLE

Considerable progress has been made to improve the safety and quality of health care over the past 25 years, and Massachusetts providers and other experts have been at the forefront of this work. Yet preventable harm persists in all health care settings. A recent study by the Betsy Lehman Center for Patient Safety found almost 62,000 preventable patient harm events resulting in over \$617 million in excess health care costs in a single year in Massachusetts. A related study documented the long-lasting physical, emotional, and financial impacts of medical error on Massachusetts patients and families, including loss of trust and avoidance of health care. Other research has established the deleterious effects of patient harm events and workplace stress and violence on clinicians and staff. These findings reinforce the need for a coordinated, strategic response to dramatically accelerate safety and quality improvement statewide.

PURPOSE OF THE CONSORTIUM

The Massachusetts Healthcare Safety and Quality Consortium is an unprecedented statewide endeavor that recognizes the potential for major breakthroughs in reducing preventable harm through sustained, multi-stakeholder initiative that leverages the expertise and leadership of the state's health care community. The consortium model is well-suited to addressing multifaceted, persistent challenges that require the focus of diverse parties with expertise and authority but whose impact would be limited if acting alone.

This Consortium brings together the essential parties — providers, patients, government agencies, and others who play a role in the provision, payment, or oversight of healthcare. It will serve as a neutral convener to set ambitious yet attainable goals for improving safety in all health care settings, identify priorities, and develop and oversee an action plan to advance progress.

RESPONSIBILITIES OF THE CONSORTIUM

Because the challenges associated with preventable medical harm are numerous and complex, we envision a long term effort that will be carried out in phases over several years. The Consortium will lead off with a planning process to frame the issues and set priorities based upon urgency and potential for impact — with a particular emphasis on issues that will derive

the greatest benefit from a coordinated approach or diffusion of best practices. This process will culminate in a statewide strategic plan for action on a set of work streams designed to achieve the Consortium's defined goals.

The Consortium will:

- Develop a statewide strategic plan or “Roadmap to Healthcare Safety and Quality”
- Marshal resources and support needed to execute the Roadmap
- Amplify the efforts of the many organizations whose participation is needed to accelerate progress — and to support them in doing what they are best situated to do
- Launch and provide ongoing strategic direction for a series of working groups tasked with developing and executing coordinated set of high-priority initiatives
- Inventory existing programs and data resources related to patient safety and quality and identify opportunities to increase the coordination, impact, and sustainability of these activities
- Facilitate state engagement in related national initiatives
- Provide the administrative backbone necessary to keep the process moving forward
- Keep health care safety and quality in the public eye

MISSION STATEMENT

The Massachusetts Healthcare Safety and Quality Consortium convenes health care organizations, patients, policymakers and other experts to develop and oversee a strategy and action plan for achieving major gains in the safety and quality of care delivered in all care settings throughout the Commonwealth.

APPROACH

The Consortium will organize its deliberations around four “pillars” of safety and quality:

1. Leadership and governance
2. Continuous organizational learning and improvement
3. Supporting patients, families, clinicians and staff
4. Measurement and transparency

COMPOSITION AND OPERATION OF THE CONSORTIUM

Membership

State Government Agencies

- Betsy Lehman Center for Patient Safety
- Board of Registration in Dentistry
- Board of Registration in Nursing
- Board of Registration in Pharmacy
- Center for Health Information and Analysis
- Executive Office of Health and Human Services
- Health Policy Commission
- Office of the Attorney General
- Office of Consumer Affairs and Business Regulation
- Quality and Patient Safety Division of the Board of Registration in Medicine

Health Care Organizations, Payers, and the Public

- 1199 SEIU
- Ariadne Labs, a Joint Center for Health Systems Innovation at Brigham and Women's Hospital and the Harvard T.H. Chan School of Public Health
- Blue Cross Blue Shield of Massachusetts
- CRICO: The Risk Management Foundation of the Harvard Medical Institutions
- Coverys
- Fenway Institute
- Greater Boston Interfaith Organization
- Healthcentric Advisors
- Latino Health Insurance Program
- Massachusetts Alliance for Communication and Resolution following Medical Injury
- Massachusetts Association of Ambulatory Surgery Centers
- Massachusetts Association of Behavioral Health Systems
- Massachusetts Association of Health Plans
- Massachusetts Chapter of the National Association of Pediatric Nurse Practitioners
- Massachusetts Coalition for the Prevention of Medical Errors
- Massachusetts Health and Hospital Association
- Massachusetts Health Quality Partners
- Massachusetts League of Community Health Centers
- Massachusetts Medical Society
- Massachusetts Senior Care Association
- Massachusetts Society of Health-System Pharmacists
- Network for Excellence in Healthcare Innovation (NEHI)
- Organization of Nurse Leaders

Time commitment

Consortium members will participate in monthly meetings during the initial six month planning period, during which the group will develop the Roadmap to Patient Safety and launch the first set of work streams. The meeting schedule and time commitment after the planning phase will depend upon future plans as determined by the group.

Management

The **Betsy Lehman Center** will administer, staff, and provide the infrastructure necessary to support the work of the Consortium. This includes organizing and hosting the meetings, information gathering, research, and analysis to support Consortium activities, and drafting and disseminating reports and other publications and resources.

An **Executive Committee** made up of 3-5 Consortium members will assist Betsy Lehman Center staff in planning meeting agendas and guiding the work of the Consortium and any task forces or working groups.