



# BETSY LEHMAN CENTER

for Patient Safety and Medical Error Reduction

Approved on 5/31/2017

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## MINUTES OF THE BETSY LEHMAN CENTER FOR PATIENT SAFETY AND MEDICAL ERROR REDUCTION BOARD

Date of Meeting: Thursday, February 2, 2017  
Beginning Time: 3:07 pm  
End Time: 4:20 pm

### PROCEEDINGS

A meeting of the Betsy Lehman Center (BLC) Board of Directors was held on Thursday, February 2, 2017, at 501 Boylston Street, 5th Floor, Boston, MA.

### Board members and designees present:

Alice Moore (AM), Chair  
Ray Campbell (RC)  
Karen Tseng (KT), representing Attorney General Maura Healey

**BLC staff in attendance:** Barbara Fain (BF), M.E. Malone (MEM), Sarah Roberto (SR), Michael Perry (MP) and Yvonne Torres (YT)

### Approval of Minutes

Motion by RC to approve the October 22, 2016 meeting minutes; AM seconded. Minutes were approved by unanimous vote.

### Executive Director Report and Discussion

BF provided the Board members with an update on the following:

- Monthly publication analytics: Circulation of the Center’s monthly newsletter on patient safety matters is strong. It has higher click-through rates (16% vs. government agency industry average of 9.2%) and open rates (26% vs. government agency industry standard of 23.8%)
- Results of cataract surgery initiative evaluation: An evaluation survey of the

**EXECUTIVE DIRECTOR**  
Barbara Fain

**BOARD MEMBERS**  
Maura Healey  
Attorney General

Marylou Sudders  
Secretary of Health  
and Human Services

John C. Chapman  
Undersecretary  
of Consumer Affairs  
and Business  
Regulation

Ray Campbell  
Executive Director,  
Center for Health  
Information and Analysis

Center's expert panel work on this topic found that 91% of ophthalmologists in the state who answered the survey found the panel's recommendations to be somewhat or mostly useful in their own practices and that 38 percent have acted upon them. More information can be found [here](#).

- Webinars, speaking engagements, publications: The Center has answered numerous invites to present findings from the cataract panel's work, contribute to peer review journals on the topic, and present information about how to utilize the components of the Patient Safety Navigator in health care settings.

Bills to amend Center's enabling statute: Rep. Jeffrey Sánchez and Sen. Cynthia Creem filed legislation to amend the Center's enabling statute. The amendments, if adopted, will facilitate interagency sharing of patient safety data and allow the Center to accept grant monies to extend its capacity to meet its mandate. BF also provided updates on BLC's FY17 work plan including:

- Data collection and research: The Center has three research projects currently underway, and has tapped leading health care researchers as advisors. The Center is in the early stages of preparing to collect and analyze Serious Adverse Drug Events from pharmacies once the needed regulatory structure is in place, and to work with other state agencies to aggregate consumer-generated data related to health care quality and safety.
- Publications/ Communications, including the development of a 4<sup>th</sup> module for the provider-facing Patient Safety Navigator tool, and transparency tools for public reporting of patient safety data and analysis.
- Convening and supporting external initiatives, including support for DPH's Safe Patient Handling initiative and a project to better understand misdiagnosis in primary care.

RC mentioned the work CHIA is doing with Health Policy Commission and MassHealth that might be helpful in BLC's communications efforts to reach frontline providers. CHIA has also been working with MassIT to pull together disparate data sets to improve the state's information about opioid misuse; techniques that may be useful in aggregating data from consumers about health care quality and safety lapses.

AM and KT asked for follow-up materials on the Center's research projects.

### **Budget**

BF provided a summary FY18 budget, level-funded from FY17 at \$1.54 million.

AM made a motion to adjourn; KT seconded. Meeting was adjourned at 4:20pm.