



**MedStar Health**  
*Institute for Quality and Safety*

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**MedStar Institute for Quality and Safety**

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Executive Director

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**Medstar Institute for Quality & Safety**  
**Commitment to Action**

The Medstar Institute for Quality & Safety (MIQS) is pleased to announce their support of the Patient Safety Movement Foundation (PSMF) and mission to eliminate preventable deaths in-hospitals.

The mission of the MIQS is to partner with patients, their families, and those that take care of them to improve patient care, outcomes, and reduce the global burden of preventable harm. Although still young, the Institute is already achieving international recognition for its shared leadership model that reflects a genuine partnership between leaders, front line caregivers, patients, and family members. Through this shared leadership model and with six synergistic Centers of Expertise the Institute is improving outcomes and the delivery of care, both within MedStar and via strategic partnerships that impact health care across the world.

Over the last seven years, MedStar Health has quickly become one of the premier healthcare systems in the nation at instigating transformative change. Under the leadership of internationally-recognized patient safety and clinical quality experts Medstar has been able to move its safety performance model from reactive to proactive which has had a direct impact on preventable deaths. This model incorporates core elements such as Patient & Family Advisory Council(s) for Quality & Safety® (PFACQS®) at the primary stage of prevention as well as programs like We Want to Know (WWTK) and Health IT systems that harness quantitative and qualitative data to identify areas of hazard before an adverse event occurs.

If harm occurs, MedStar has one of the most robust and transparent tertiary prevention processes with both the 7-pillars “Go Team” response and CANDOR (Communication and Optimal Resolution). MedStar’s work in tertiary prevention has been adopted by the Agency for Healthcare Research and Quality (AHRQ), Institute for Healthcare Improvement (IHI) and is now being scaled and adopted by healthcare systems across the United States and being considered in other nations as well: Australia, England, Ireland, Qatar and Spain, among others.

As a committed organization, MIQS will demonstrate alliance with PSMF by:

1. Spreading the PSMF’s mission and vision to MIQS members and network.

2. Participating in the PSMF's Actionable Patient Safety Solutions (APSS) workgroups and helping to identify subject matter experts to contribute to the development of aligned topics. Examples include, but are not limited to:
  - a. *Culture of Safety*
  - b. *Falls & Fall Prevention*
  - c. *Patient Safety Curriculum*
  - d. *Person and Family Engagement*
3. Annually disseminating the PSMF's APSS to MIQS members and network.
4. Jointly partnering and supporting projects around related patient safety topics of interest (*i.e. MIQS's Six Centers of Expertise*)
  - a. Center for Open, Honest Communication (*i.e. CANDOR*)
  - b. Center for Engaging Patients as Partners (*i.e. PSMF to support ongoing MIQS projects around PFE; MIQS to participate in the PSMF's PFE workgroup*)
  - c. International Training Center for Bloodless Medicine & Surgery (*i.e. MIQS to provide the PSMF with annual updates regarding work with the World Patient Blood Management Network*)
  - d. Center for Improving Diagnosis in Healthcare
  - e. Center for Healthcare Narratives (*i.e. PSMF to disseminate "Please See Me" narrative to members and network; MIQS to link related patient stories around preventable medical errors*)
  - f. Center for Integrated Healthcare Learning (*i.e. MIQS to participate in the PSMF's Patient Safety Curriculum workgroup*)
5. Staying in touch regarding upcoming events, educational opportunities and speaking engagements pertaining to either parties. (*PSMF's Annual World Patient Safety, Science & Technology Summit*)

We at MIQS are excited to announce our commitment to improve patient safety.

Signed,

Medstar Institute for Quality & Safety

Signer's Name: David Mayer, MD

Signer's Title: Executive Director, MIQS

Signature: 