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**Quality & Safety**

**Rollin J (Terry) Fairbanks, MD, MS**  
Vice President and Chief Quality and  
Safety Officer

February 16, 2022

The Honorable Delores G. Kelley  
3 East, Miller Senate Office Building  
Annapolis, Maryland 21401

**Senate Bill 591 - Support**

Dear Chairman Kelley:

As the largest healthcare provider in the Maryland and Washington D.C. region, MedStar Health fully endorses **Senate Bill 591 -Maryland Health Care Commission - Patient Safety Center - Designation and Fund**. MedStar Health has a strong partnership with the Maryland Patient Safety Center and is appreciative of the collaboration we've had with the Center to further our shared mission of enhancing patient safety across Maryland's healthcare continuum. We respectfully urge your favorable consideration.

We understand the bill will provide greatly needed ongoing funding for Maryland's designated patient safety center to allow for continuation and expansion of its mission to improve quality and outcomes across Maryland healthcare landscape. The Center's mission and programs are more critical now than they have ever been as the Maryland healthcare industry faces a workforce crisis and many other challenges created by the COVID-19 pandemic.

Health equity is now among the Center's key priorities for the immediate future. Sustained resources will allow the Center to ensure they assist patients, hospitals, nursing homes, health care providers and other health care facilities to pursue and maximize their patient safety efforts, which will result in reduce costs and improve quality of care to patients across the state of Maryland. This becomes progressively vital in order to maintain Maryland's unique system of payment for healthcare under the Federal Medicare Waiver.

MedStar Health has been a leader in the patient safety space since 1998 and we are recognized nationally for our innovative safety approaches. As a not-for-profit community-based healthcare system, we hold ourselves accountable to the people we serve. Our philosophy centers around being a High Reliability Organization, using Just Culture principles and a proactive safety approach to identify patient safety hazards and mitigation. MedStar Health's mission is to serve our patients, those who care for them, and our communities and the most fundamental piece of serving our patients and communities is keeping them safe. The Maryland Patient Safety Center is a key partner in this charge, and their work is essential to better the quality and safety of the healthcare delivered to the citizens of Maryland.

As a nationally recognized expert in healthcare safety engineering, I have had the opportunity to see the challenges that hospitals and healthcare organizations face in maintaining resilience and safety in the complexity of healthcare. State organizations such as the Maryland Patient Safety Center which focus on scaling and sharing innovative approaches which have been successful are critical to moving the agenda. And The Maryland Patient Safety Center has strong leadership and staff- they are effective and impactful.

MedStar also recognized that the Center's annual budget is approximately \$1.7 million in FY22, down from \$1.9 million in FY21. Other revenue resources including membership deals, fees for the educational program and, and restricted grants. A stable revenue source will allow the Center to continue to make progress on the priorities of the Center and those of the States and allow the Center to begin work on other important and valuable initiatives, that will be designed to improve patient and health care worker safety and well-being, health equity, and quality of care across the state.

Thank you for this opportunity to support this very important legislation.

Sincerely,

A handwritten signature in black ink, appearing to be 'Rollin J. Fairbanks', with a stylized flourish at the end.

Rollin J. (Terry) Fairbanks, MD, MS, FACEP  
Vice President and Chief Quality & Safety Officer, MedStar Health  
Founding Director, MedStar Health National Center for Human Factors in Healthcare  
Professor of Emergency Medicine, Georgetown University