

**SB-591\_JHU\_Support\_Wu\_16feb2022.pdf**

Uploaded by: Albert Wu

Position: FAV

Maryland State Senate, Budget and Taxation Committee. February 16, 2022, 1:00 PM  
In Support of SB 591: Senator Augustine, Maryland Health Care Commission - Patient Safety  
Center – Designation and Fund  
Albert W. Wu, MD, MPH

I'm Albert Wu, a practicing internist and professor of health policy and management in the Johns Hopkins Bloomberg School of Public Health. I'd like to tell you about a case.

A teenage patient admitted for a routine surgical procedure had a sudden, unexpected complication, and died. The entire team was devastated, from senior physicians to trainees and nurses. The team paged RISE - Resilience in Stressful Events. The on-call RISE responder called back within minutes, and met with the team. Although the incident could not have been prevented, they felt guilty and personally responsible. One said, "the last thing I told her was that it would be OK." But after 45 minutes of peer support they told the responder "thank you, I feel different, and little better."

We started the RISE Program at Johns Hopkins in 2011 to provide this kind of immediate, confidential support to any staff member facing a distressing work-related situation. RISE is a trained, multidisciplinary team of hospital workers who are available 24/7 to respond to calls. A cost-benefit analysis showed that every time a nurse calls RISE and receives support, they are less likely to take time off or to quit, and the hospital saves \$22,000.

Hospital workers are constitutionally reluctant to ask for help, and before the pandemic, we got about 10 calls a month, usually for adverse patient outcomes. However, since March 2020, when distress became the norm, it has sometimes been 10 calls a day. RISE has supported over 6000 workers, and has been embraced by top leaders and our Command Center, who understood that supporting staff was mission-critical for the institution. During the first wave of COVID-19, we experienced no increase in staff call-outs and no staff shortages.

Together with the Maryland Patient Safety Center, since 2015 we have been able to train 23 hospitals and 1 provider group in Maryland, 12 more in the MidAtlantic region, and a total of 90 hospitals nationally and internationally.

Our collaboration with MPSC has been the most productive of my 30-year career in patient safety. Together we are delivering the premier program to support the well-being and resilience of health care workers. Partnering with MPSC has been crucial to spreading our success. We urge your favorable consideration of SB 591, which will increase the capacity of MPSC to continue, and expand, the life-saving service they provide to people in Maryland.

# **Johns Hopkins Tesimony - SB 591 - Maryland Health**

Uploaded by: Allen Kachalia

Position: FAV

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**SB 591**  
**Support**

TO: The Honorable Delores Kelley  
Chair, Senate Finance Committee

FROM: Allen Kachalia, M.D., J.D.  
Director, Armstrong Institute for Public Safety and Quality  
Senior Vice President for Patient Safety and Quality, Johns Hopkins Medicine

DATE: February 16, 2022

Johns Hopkins strongly supports **SB 591 – Maryland Health Care Commission – Patient Safety Center – Designation and Fund**. This bill will provide necessary 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’s health care continuum. Patient safety remains a critically important issue, and Johns Hopkins strongly supports initiatives that aim to improve patient safety across Maryland. A recent article led by authors at the Centers for Medicare and Medicaid has further highlighted how the pandemic has heightened the need to improve patient safety.<sup>1</sup>

The COVID-19 pandemic has also demonstrated that successful collaborations lead to important results. For example, the Patient Safety Center partners with Johns Hopkins Medicine, through the Armstrong Institute for Patient Safety and Quality, through its Caring for the Caregiver program: the RISE program. The Armstrong Institute provides an infrastructure that oversees, coordinates, and supports patient safety and quality efforts across the Johns Hopkins’ integrated health care system. The mission is to eliminate patient harm, achieve best patient outcomes at the lowest possible cost and share that knowledge through research and trainings. The institute further develops and delivers training programs and other educational resources that increase the ability of Johns Hopkins’ providers to carry out work that prevents efforts and complications, improves patient outcomes, and enhances value.

The Caring for Caregiver Program guides hospitals to set up peer-respond programs that deliver “psychological first aid and emotional support” to health care professionals following difficult events. This program is modeled on the Resilience in Stressful Events (RISE) team at The Johns Hopkins Hospital, which prepares employees to provide skilled, nonjudgment, and confidential support to individuals and groups. This training is offered by the Armstrong Institute in conjunction with the Maryland Patient Safety Center, catalyzing the spread of important safety work started right here in Maryland.

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<sup>1</sup> Fleisher LA, Schreiber M, Cardo D, Srinivasan A. Health Care Safety during the Pandemic and Beyond — Building a System That Ensures Resilience. *New England Journal of Medicine* 2022; Available at: <https://www.nejm.org/doi/full/10.1056/NEJMp2118285>

**Government and Community Affairs**

Johns Hopkins underscores the importance of this legislation. Now more than ever the Center's mission and programs are vital, particularly as the health care industry faces a workforce crisis and additional challenges both created and exacerbated by the pandemic. Johns Hopkins urges a **favorable report on SB 591**.

# **SB 591 Patient Safety Center Fund Pos Stmt Support(**

Uploaded by: Ben Steffen

Position: FAV



**2022 SESSION**  
**POSITION PAPER**

**BILL NO:** SB 591  
**COMMITTEE:** Senate Finance  
**POSITION:** Support

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**TITLE: SB 591 – Maryland Health Care Commission - Patient Safety Center - Designation and Fund**

**BILL ANALYSIS**

Senate Bill 591 (“SB 591”) Requiring the Maryland Health Care Commission (MHCC) to designate a center as the Patient Safety Center for the State on or before December 31, 2025. The bill also requires the Center to develop, coordinate, and implement patient safety initiatives across the State, be a model for innovation and implementation, convene health care providers, patients, and families to improve the quality of health care and share information on best practices. The bill establishes the Patient Safety Center Fund as a special non-lapsing fund to subsidize a portion of the costs of the Center.

**POSITION AND RATIONALE**

The Maryland Health Care Commission supports SB 591.

The Maryland Patient Safety Center, Inc. (MPSC, Inc.) was first designated by the MHCC as Maryland’s patient safety center in 2004 and has held this designation to the present day. Recognized as a leader in patient safety the MPSC is a not-for-profit corporation and was one of the first 25 patient safety centers recognized as a Patient Safety Organization by the Agency for Healthcare Research and Quality.

MPSC, Inc.’s goal is to make health care in Maryland the safest in the nation by fostering a shared culture of safety among patient care providers. MPSC Inc.’s approach combines limited mandatory reporting of serious adverse events to the Maryland Department of Health and encourages voluntary reporting of other patient safety events. The Center develops and offers education and training on quality and facilitates patient safety collaboratives across hospitals and other health care facilities in Maryland.

The MHCC recognizes the value of a coordinated statewide approach to improve health care quality and prevent medical errors. To that end, we felt the MPSC is well positioned to play a leadership role in our State given their ongoing evidence-based programs and strong

partnerships with hospital and non-hospital providers. In 2020, the MHCC redesignated the MPSC, Inc. for another 5-year period until December 31, 2025.

The outbreak of COVID-19 in March 2019 has dramatized the importance of a patient safety center. Despite a modest budget, the MPSC has risen to the challenge. Early in the pandemic, MPSC established broad and specific COVID-19 initiatives including developing innovative training in response to transformation in care wrought by telehealth, identifying care needs of the long haul COVID patient, and important efforts that refocused safety and quality efforts through a prism of health equity. Longstanding MPSC programs on caring for the caregiver were further expanded as recognition grew on the enormous stresses caregivers faced as the health care system was hit by repeated COVID-19 surges.

Senate Bill 591 establishes ongoing funding for the Maryland Patient Safety Center, Inc. (MPSC) that will support its mission and programs to improve quality and outcomes across Maryland's health care spectrum. For the past ten years, the Health Services Cost Review Commission (HSCRC) provided funding through hospital rates to the MPSC for its program initiatives. This funding decreased over time and has now been phased out. The MPSC has raised funds through membership fees, fees for educational programs, and various grants. The creation of this special non-lapsing fund will provide a predictable source of funding that will enable the MPSC to continue its missions to facilitate and improve health care quality and patient safety.

Should the General Assembly pass and Governor sign SB 591, MHCC will be responsible for authorizing the release of funds to MPSC. The MHCC takes this responsibility seriously. MHCC is well-suited to assume this role given our long-standing efforts to establish a patient safety center and our responsibility to designate a patient safety center. MHCC receives reports on the MPSC, and a Commissioner is an active member of the MPSC Board of Directors.

MHCC believes patient safety is a critical state concern, the funding is appropriate, and our oversight offers assurance that funds will be spent wisely. For these reasons, the Commission asks for a favorable report on SB 591.

*Note: The Maryland Health Care Commission is an independent State agency, and the position of the Commission may differ from the position of the Maryland Department of Health.*





# **MPSC Written Testimony on SB 591 MPSC Funding.pdf**

Uploaded by: Blair Eig

Position: FAV

February 16, 2022

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

### Senate Bill 591 - Support

Dear Chairman Kelley;

The Maryland Patient Safety Center, Inc. ("MPSC" or "The Center") and our Board are pleased to express strong support for **Senate Bill 591- Maryland Health Care Commission – Patient Safety Center – Designation and Fund**. We respectfully urge your favorable consideration.

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's health care continuum. The Center's mission and programs are more vital now than they have ever been as the Maryland health care industry faces a workforce crisis and many more challenges created by the pandemic.

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

Pursuant to legislation, the Maryland Health Care Commission ("MHCC") has been designating the patient safety center for the State since 2004, and The Maryland Patient Safety Center, Inc. has been the designee from the beginning. Therefore, the designation process outlined in SB 510 codifies and clarifies MHCC's existing practice.

MPSC, Inc. is a not-for-profit organization and is one of the first 25 organizations in the nation to be listed as a Patient Safety Organization (PSO) by the federal Agency for Healthcare Research and Quality (AHRQ). The Center is recognized as a national leader in patient safety. As a model of patient safety innovation and implementation, we convene providers, patients, and families across the healthcare continuum to prevent avoidable harm and provide safe and equitable healthcare for all.

MPSC's key initiatives over the years have included:

- Caring for the Caregiver – In conjunction with the Armstrong Institute for Patient Safety and Quality at Johns Hopkins Medicine, this program is focused on peer support,

resiliency, and the emotional well-being of the health care workforce. It provides immediate, confidential psychological first aid and emotional support to healthcare staff, the “second victims” following work-related traumatic events in hospitals across Maryland and throughout the country.

- Health Equity – Due to significant disparities in outcomes for pregnant black women in Maryland, the Center and the Maryland Hospital Association have created the Maternal Health Equity Project to educate and develop resources for non-obstetric providers on maternal morbidity, racial bias, and the value of the patient’s voice and experience. The Center has also facilitated education regarding COVID-19 vaccine acceptance in communities and healthcare staff of color.
- Improving Sepsis Survival- This program resulted in increased sepsis survival rates in two Collaborative cohorts through early identification and rapid initiation of treatment.
- Facility Acquired Infections– Through the Center’s Clean Collaboratives, hospitals and nursing homes across the state have reduced facility-acquired infections.
- Cesarean Sections – A state-wide collaborative has reduced primary (first-time) C-Section rates.
- Falls – A collaborative has reduced injuries related to falls in long-term care facilities.
- Neonatal Abstinence Syndrome – A collaborative decreased lengths of stay and hospital transfers (and cost) for infants with neonatal abstinence syndrome.
- Hospital Hand Hygiene- Through the only statewide collaborative effort in hospitals, this program resulted in increased hand hygiene compliance by healthcare providers

Many of the Center’s accomplishments thus far have resulted from the ability to convene and educate partners through smaller collaboratives targeted at specific patient safety issues and annual conferences reaching a larger set of consumers, providers, and facilities.

All of this takes money and resources. Over our first 10 years, the Health Services Cost Review Commission provided “seed funding” for the Center to launch and expand operations and, as such, had gradually reduced the amount over time. Those “seed funded” resources have now expired. As for all temporary grants of the Commission, providing such funding on a long-term basis will increase hospital rates over time and could negatively impact the Total Cost of Care metrics that the State is required to meet with the Federal government to retain Maryland’s unique All-Payer System. So, a new funding source is necessary for MPSC to remain committed to the priorities of both the Center and the State, as shown above.

The Center's annual budget is approximately \$1.7 million in FY22, down from \$1.9 million in FY21. Other revenue sources include membership dues, fees for educational programming, and restricted grants. A stable revenue source will allow us to continue to make progress on the priorities of the Center and those of the State 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 and I am always available to you if you wish to learn more about the MPSC.

Sincerely,



Blair M. Eig, MD, MBA, MA  
President & CEO  
Maryland Patient Safety Center

# **SB 591 - Support - Testimony.pdf**

Uploaded by: Deborah Rivkin

Position: FAV

Deborah Rivkin  
Vice President  
Government Affairs – Maryland

CareFirst BlueCross BlueShield  
1501 S. Clinton Street, Suite 700  
Baltimore, MD 21224-5744  
Tel. 410-528-7054  
Fax 410-528-7981



## **SB 591 – Maryland Health Care Commission – Patient Safety Center – Designation and Fund**

### **Position: Support**

Thank you for the opportunity to provide written comments in support of Senate Bill 591. This bill allocates state funding to the Maryland Health Care Commission’s (MHCC) designated state patient safety center (“Center”), currently the Maryland Patient Safety Center, Inc. (MPSC), beginning in 2025. The Center shall:

- (1) develop, coordinate, and implement patient safety initiatives across the state;
- (2) be a model for patient safety innovation and implementation in the state;
- (3) convene health care providers, patients, and families to:
  - (i) improve the quality of health care and reduce preventable and avoidable harm;
- and
  - (ii) provide safe and equitable health care for state citizens; and
- (4) share information relating to best practices among providers and patients in the state.

As part of its mission, CareFirst is committed to driving transformation of the health care experience with and for our members and communities. We strongly support the work being undertaken by MPSC to prevent avoidable harm and to provide safe and equitable health care for all. MPSC’s programs focused on opioid-related care for vulnerable infants and treatment for pregnant mothers as well as decreasing the prevalence of unnecessary cesarean sections by supporting Maryland’s birthing hospitals align with the shared goals of both the Statewide Integrated Health Improvement Strategy (SIHIS) and CareFirst to improve maternal health outcomes, particularly among vulnerable populations.

SB 591 will enhance the critical work being done by the Center to improve patient safety and health outcomes for Marylanders.

**We urge a favorable report.**

#### **About CareFirst BlueCross BlueShield**

*In its 84<sup>th</sup> year of service, CareFirst, an independent licensee of the Blue Cross and Blue Shield Association, is a not-for-profit healthcare company which, through its affiliates and subsidiaries, offers a comprehensive portfolio of health insurance products and administrative services to 3.4 million individuals and employers in Maryland, the District of Columbia, and Northern Virginia. In 2019, CareFirst invested \$43 million to improve overall health, and increase the accessibility, affordability, safety, and quality of healthcare throughout its market areas. To learn more about CareFirst BlueCross BlueShield, visit our website at [www.carefirst.com](http://www.carefirst.com) and our transforming healthcare page at [www.carefirst.com/transformation](http://www.carefirst.com/transformation), or follow us on [Facebook](#), [Twitter](#), [LinkedIn](#) or [Instagram](#).*

# **Senate Bill 591 Richmond Deneen Letter of Support\_**

Uploaded by: Deneen Richmond

Position: FAV

**Senate Bill 591 – Maryland Health Care Commission – Patient Safety Center Designation and Fund****Position: *Support***

February 16, 2022

Senate Finance Committee

Dear Chair Kelley and Sponsor Augustine:

As the President of Luminis Health Doctors Community Medical Center and Board Member of Maryland Patient Safety Center, Inc. (“MPSC”), I write to express my support for Senate Bill 591. Both in Maryland and nationally, our health care system faces challenges<sup>1</sup> that warrant bold public investment like Senate Bill 591’s investment in a Maryland-designated patient safety organization. While these system-wide challenges are complex, well-funded, well-respected patient safety organizations are poised to be a part of the solution.

Passage of Senate Bill 591 will secure financial stability for the patient safety center designated as such by the Maryland Health Care Commission since 2004. Moreover, it will allow MPSC to grow our important work in the public interest. While I am available upon your request to expound on any aspects of the MPSC’s activity, I take this opportunity to share a few of the MPSC’s initiatives that would benefit from Senate Bill 591 codification:

**Caring for the Caregiver**: This program provides peer support for Maryland’s health care workforce on a confidential and timely basis.

**Equitable Health Initiatives**: Our work includes the Maternal Health Equity Project which educates Maryland health care providers of the significant disparity in outcomes for Maryland’s pregnant black women; disparities that can be remedied through access to non-obstetric services.

**Sepsis Care**: MPSC strives to increase sepsis survival rates through programs seeking early identification and rapid initiation of high quality treatment.

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<sup>1</sup> See, e.g., Internet Citation: Chartbook on Patient Safety. Content last reviewed February 2021. Agency for Healthcare Research and Quality, Rockville, MD; available at: <https://www.ahrq.gov/research/findings/nhqdr/chartbooks/patientsafety/index.html>; and <https://www.beckershospitalreview.com/patient-safety-outcomes/10-top-patient-safety-issues-for-2021.html>.



Of course, this important work is only possible with financial backing. While MPSC has some revenue generating consultation services and products, it has relied on Health Services Cost Review Commission seed funding and temporary grants to survive financially. Replacing this uncertain funding mechanism with legislative appropriations will allow the MPSC to play a leading role in the pursuit for long-term patient safety for all Marylanders for generations to come.

I thank you for this opportunity to express my support for Senate Bill 591 and the important work of Maryland's own patient safety organization—the Maryland Patient Safety Center.

Sincerely,



Deneen Richmond  
President  
Luminis Health  
Doctors Community Medical Center

**15 - SB 591 - FIN - MHCC - LOS.pdf**

Uploaded by: Heather Shek

Position: FAV



**2022 SESSION**  
**POSITION PAPER**

**BILL NO:** SB 591  
**COMMITTEE:** Senate Finance  
**POSITION:** Support

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**TITLE: SB 591 – Maryland Health Care Commission - Patient Safety Center - Designation and Fund**

**BILL ANALYSIS**

Senate Bill 591 (SB 591) requires the Maryland Health Care Commission (MHCC) to designate a center as the Patient Safety Center for the State on or before December 31, 2025. The bill also requires the Center to develop, coordinate, and implement patient safety initiatives across the State, be a model for innovation and implementation, convene health care providers, patients, and families to improve the quality of health care and share information on best practices. The bill establishes the Patient Safety Center Fund as a special non-lapsing fund to subsidize a portion of the costs of the Center.

**POSITION AND RATIONALE**

The Maryland Health Care Commission supports SB 591.

The Maryland Patient Safety Center, Inc. (MPSC) was first designated by the MHCC as Maryland's patient safety center in 2004 and has held this designation to the present day. Recognized as a leader in patient safety the MPSC is a not-for-profit corporation and was one of the first 25 patient safety centers recognized as a Patient Safety Organization by the Agency for Healthcare Research and Quality.

MPSC goal is to make health care in Maryland the safest in the nation by fostering a shared culture of safety among patient care providers. MPSC approach combines limited mandatory reporting of serious adverse events to the Maryland Department of Health and encourages voluntary reporting of other patient safety events. The Center develops and offers education and training on quality and facilitates patient safety collaboratives across hospitals and other health care facilities in Maryland.

The MHCC recognizes the value of a coordinated statewide approach to improve health care quality and prevent medical errors. To that end, we felt the MPSC is well positioned to play a leadership role in our State given their ongoing evidence-based programs and strong

partnerships with hospital and non-hospital providers. In 2020, the MHCC redesignated the MPSC, Inc. for another 5-year period until December 31, 2025.

The outbreak of COVID-19 in March 2019 has dramatized the importance of a patient safety center. Despite a modest budget, the MPSC has risen to the challenge. Early in the pandemic, MPSC established broad and specific COVID-19 initiatives including developing innovative training in response to transformation in care wrought by telehealth, identifying care needs of the long haul COVID patient, and important efforts that refocused safety and quality efforts through a prism of health equity. Longstanding MPSC programs on caring for the caregiver were further expanded as recognition grew on the enormous stresses caregivers faced as the health care system was hit by repeated COVID-19 surges.

Senate Bill 591 establishes ongoing funding for the MPSC that will support its mission and programs to improve quality and outcomes across Maryland’s health care spectrum. For the past ten years, the Health Services Cost Review Commission (HSCRC) provided funding through hospital rates to the MPSC for its program initiatives. This funding decreased over time and has now been phased out. The MPSC has raised funds through membership fees, fees for educational programs, and various grants. The creation of this special non-lapsing fund will provide a predictable source of funding that will enable the MPSC to continue its missions to facilitate and improve health care quality and patient safety.

Should the General Assembly pass and Governor sign SB 591, MHCC will be responsible for authorizing the release of funds to MPSC. The MHCC takes this responsibility seriously. MHCC is well-suited to assume this role given our long-standing efforts to establish a patient safety center and our responsibility to designate a patient safety center. MHCC receives reports on the MPSC, and a Commissioner is an active member of the MPSC Board of Directors.

MHCC believes patient safety is a critical state concern, the funding is appropriate, and our oversight offers assurance that funds will be spent wisely. For these reasons, MHCC asks for a favorable report on SB 591.

*Note: The Maryland Health Care Commission is an independent State agency, and the position of the Commission may differ from the position of the Maryland Department of Health.*



# **HFAM Testimony SB 591.pdf**

Uploaded by: Joseph DeMattos

Position: FAV



**TESTIMONY BEFORE THE  
SENATE FINANCE COMMITTEE**

February 16, 2022

Senate Bill 591: Maryland Health Care Commission - Patient Safety Center - Designation and Fund  
*Written Only Testimony*

**POSITION: FAVORABLE**

On behalf of the members of the Health Facilities Association of Maryland (HFAM), we appreciate the opportunity to express our strong support for Senate Bill 591. HFAM represents over 170 skilled nursing centers and assisted living communities in Maryland, as well as nearly 80 associate businesses that offer products and services to healthcare providers. Our members provide services and employ individuals in nearly every jurisdiction of the state.

House Bill 591 requires the Maryland Health Care Commission to designate a center as the Patient Safety Center for the State on or before December 31, 2025; requires the Center to develop, coordinate, and implement patient safety initiatives across the State, be a model for innovation and implementation, convene health care providers, patients and families to improve the quality of health care and share information on best practices; and establishes the Patient Safety Center Fund to subsidize a portion of the costs of the Center.

Specifically, Senate Bill 591 would provide much-needed state funding for the Maryland Patient Safety Center. I had the great honor of serving for several years on the Board of Directors of the Maryland Patient Safety Center and I have seen firsthand the Centers' commitment to patient safety across all sectors of care. I have reviewed data that illustrates all Marylanders are better as result of the work of the Center.

HFAM has been and will continue to be a sponsor for the Center's events and a serve as a connector for the Center's ongoing initiatives. As we have together fought the COVID-19 pandemic and are now navigating towards a time of new normal, the Maryland Patient Safety Center's work on Caring for the Caregiver and Health Equity are more important than ever.

I am proud of the work we undertook with the Maryland Patient Safety Center in its Falls Prevention and Facility Acquired Infections Collaboratives; each respectively reducing falls and infections in both hospitals and skilled nursing and rehabilitation centers.

While I will leave it to Dr. Eig and others to outline the success of both the Sepsis Survival and Neonatal Abstinence Syndrome work, I will note that this work is impressive and has saved lives.

Over the last ten years, the Maryland Health Services Cost Review Commission (HSCRC) has provided start-up funds for the Maryland Patient Safety Center to launch and gain traction in its patient safety and quality work. Those start-up dollars from the HSCRC have now come to an end and other base dollars are

desperately needed. In recent years, the Maryland Patient Safety Center has reduced its annual budget from \$1.9 to \$1.7 million, and while member dues, private sector grants, and event revenue support the important work of the Center, those funds alone are not enough.

The Maryland Patient Safety Center's work in patient safety and quality care across all settings, and its record of accomplishment, are too important to let slip away – especially now as we enter our third year of fighting COVID-19.

**For these reasons, we request a favorable report from the Committee on Senate Bill 591.**

*Submitted by:*

Joseph DeMattos, Jr.  
President and CEO  
(410) 290-5132

# **SB0591\_FAV\_LifeSpan\_MHCC - Patient Safety Center -**

Uploaded by: Kevin Heffner

Position: FAV





February 16, 2022

The Honorable Delores Kelley  
Chair, Senate Finance Committee  
3 East, Miller Senate Office Building  
Annapolis, Maryland 21401

Re: **SUPPORT Senate Bill 591: Maryland Health Care Commission – Patient Safety Center – Designation and Fund**

Dear Chair Kelley,

On behalf of LifeSpan Network, we strongly support Senate Bill 591 and the continuation of Maryland's Patient Safety Center (MPSC). The MPSC has been in existence since 2004 when it was so designated by the Maryland Health Care Commission (MHCC). MPSC is not only recognized as a Patient Safety Organization by the federal Agency for Healthcare Research and Quality, but it is recognized as a national leader in patient safety. Therefore, the provisions contained in Senate Bill 591 simply codify and clarify the current designation by MHCC.

The continuation of the MPSC will assist in ensuring that health care facilities have the necessary tools to maximize patient safety efforts, which both reduces costs to the system and increases quality of care to residents. As a Board member, I am proud of the work that the MPSC has put forward in working with all stakeholders to advance its mission to improve quality and outcomes across all health care settings. Specifically, for the nursing home industry, the MPSC has worked through the Center's Clean Collaboratives to reduce facility-acquired infections in both nursing homes and hospitals. The MPSC has also worked collaboratively with nursing homes to reduce injuries related to falls.

For these reasons, LifeSpan urges a favorable vote on Senate Bill 591.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Heffner", followed by a horizontal line.

Kevin Heffner  
President & CEO  
LifeSpan Network

cc: Members, Senate Finance Committee  
Senator Malcolm Augustine

**testimonyScan.pdf**

Uploaded by: Marcia Boyle

Position: FAV

Marcia Boyle  
4141 Red Bandana Way  
Ellicott City, MD 21042

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

### Senate Bill 591 - Support

Dear Chairman Kelley:

I am a member of the Board of the Maryland Patient Safety Center, Inc. ("MPSC" or "The Center") and a Commissioner on the Maryland Health Care Commission. I strongly support **Senate Bill 591 – Maryland Health Care Commission – Patient Safety Center – Designation and Fund**. I respectfully urge your favorable consideration.

Since serving on the MPSC board since September, 2020, I have seen first hand the incredible work the MPSC is doing on behalf of improving quality and outcomes across Maryland's health care continuum. The Center's mission and programs are more vital now than they have ever been as the Maryland health care industry faces a workforce crisis and many more challenges created by the pandemic.

I have served as a commissioner on the Maryland Health Care Commission as a patient advocate since 2018, and during that time have been increasingly aware of the issues of health disparities, patient safety for nursing homes and long term facilities, the impact of the pandemic on the workforce in all medical facilities, with the resulting patient safety concerns. The work of MPSC is more important than ever, and without sustained ongoing funding, cannot focus on the priorities of both the center and the State. I am also a past president and founder of the Immune Deficiency Foundation, a not for profit patient organization for the primary immune deficiency diseases.

The MPSC key initiatives have included:

Caring for the Caregiver- A very timely and successful initiative, this important program is focused on peer support, resiliency, and the emotional well being of the health care workforce. This program is being used in hospitals across Maryland and throughout the country.

Health Equity- Due to significant disparities in outcomes for pregnant black women in Maryland, the Center and the Maryland Hospital Association have created the Maternal Health Equity Project to educate and develop resources for non-obstetric providers on maternal morbidity, racial bias, and the value of the patient's voice and experience. The center has also facilitated education regarding COVID-19 vaccine acceptance in communities and healthcare staff of color.

Improving Sepsis Survival- This important program resulted in increased sepsis survival rates in two Collaborative cohorts through early identification and rapid initiation of treatment.

Facility Acquired Infections – Through the Center’s Clean Collaboratives, hospitals and nursing homes across the state have reduced facility-acquired infections.

Cesarean Sections- A state-wide collaborative has reduced primary (first-time) C-Section rates.

Falls- A collaborative has reduced injuries related to falls in long-term care facilities.

Neonatal Abstinence Syndrome – A collaborative decreased lengths of stay and hospital transfers (and cost) for infants with neonatal abstinence syndrome.

Hospital Hand Hygiene – Through the only statewide collaborative effort in hospitals, this program resulted in increased hand hygiene compliance by healthcare providers.

I have been impressed with the success of the Center to convene and educate partners through smaller collaboratives targeted at specific patient safety issues and annual conferences reaching a larger set of consumers, providers, and facilities.

The Health Services Cost Review Commission originally provided “seed funding” for the Center, to launch and expand operations, and this funding will completely expire soon. It is essential for the health of the citizens of Maryland to ensure MPSC have an ongoing funding source.

The center’s annual budget is approximately \$1.7 million in FY22, down from \$1.9 million in FY21. Other revenue sources include membership dues, fees for educational programming, and restricted grants. A stable revenue source will allow the MPSC to continue to make progress on the priorities of the Center and those of the State, and allow the Center to begin work on other important initiatives 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 critically important legislations.

Sincerely yours,

A handwritten signature in black ink that reads "Marcia L. Boyle". The signature is written in a cursive, flowing style.

Marcia Boyle

Maryland Patient Safety Center Board Member

Maryland Health Care Commission, Commissioner

443 824 2272

**Written testimony on SB 591- MPSC Funding Bill.NR.**

Uploaded by: Nicole Rochester

Position: FAV



www.yourgpsdoc.com

February 16, 2022

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

**Senate Bill 591- Support**

Dear Chairman Kelley:

I submit this testimony in full support of **Senate Bill 591- Maryland Health Care Commission- Patient Safety Center- Designation Fund**. I respectfully request your favorable consideration of this bill.

I am a Board-certified pediatrician, lifelong Maryland resident, and the CEO of Your GPS Doc, LLC, an innovative company that helps patients and family caregivers understand and navigate the healthcare system. I also provide health equity consulting services and have worked closely with Dr. Blair Eig and his leadership team at the Maryland Patient Safety Center over the last year on several very impactful programs designed to increase COVID-19 vaccine confidence among communities and healthcare workers of color. Our current project is a maternal health equity toolkit designed to increase awareness of severe maternal morbidity and implicit bias among non-obstetric providers throughout the state of Maryland in an effort to decrease the disparity gap in maternal health outcomes for Black women.

The Maryland Patient Safety Center has a strong reputation in our state for developing programs to improve infection control in hospitals and skilled nursing facilities, reduce falls in long-term care facilities, improve the care of newborns with neonatal abstinence syndrome, decrease first-time Cesarean sections, and is now doing very important work to address health equity. The funding of this bill will allow the Center to expand their reach and impact and continue to spearhead programs to keep Marylanders safe in healthcare settings.

Thank you for the opportunity to support this important legislation.

Sincerely,

*Nicole T. Rochester*

Nicole T. Rochester, MD  
CEO, Your GPS Doc, LLC  
[nrochester@yourgpsdoc.com](mailto:nrochester@yourgpsdoc.com)  
443-584-6563

# **Maryland Senate Hearing Testimony - Terry Fairbank**

Uploaded by: Terry Fairbanks

Position: FAV



10980 Grantchester Way  
Columbia, MD  
[MedStarHealth.org](http://MedStarHealth.org)

**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 read '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

# **SB 591- Maryland Health Care Commission - Patient**

Uploaded by: Traci LaValle

Position: FAV



Maryland  
Hospital Association

**Senate Bill 591- Maryland Health Care Commission - Patient Safety Center - Designation  
and Fund**

**Position: *Support***

February 16, 2022

Senate Finance Committee

**MHA Position**

On behalf of the Maryland Hospital Association's (MHA) 60 member hospitals and health systems, we appreciate the opportunity to comment in support of Senate Bill 591.

The Maryland Patient Safety Center (MPSC), which formed in 2004, engages in statewide collaboratives and initiatives to prevent avoidable harm and provide safe and equitable healthcare for all. This important work aligns with the goals of the Total Cost of Care Model and Statewide Integrated Health Improvement Strategy.

As we enter the fourth year of the Total Cost of Care Model, stakeholders are coming together in new ways to improve care for Marylanders, with a focus on health equity and cross-continuum collaboration. Permanent funding to support the state-designated center will ensure a sustained focus to improve the health care experience and outcomes of Marylanders.

MPSC offered relevant, well-received programs for all sectors of health care to improve the quality and safety of patient care. Their timely response to support hospitals, nursing homes, and others during the COVID-19 pandemic demonstrates the important role they play. For example, the Clean Collaborative, a partnership with Maryland's nursing homes, improves infection control and rigorous environmental cleaning to prevent transmission of infectious diseases, such as *Clostridium difficile*, Methicillin Resistant *Staphylococcus Aureus* (MRSA), and COVID-19. All these infections can result in unnecessary visits to the emergency department and other, more serious, outcomes. Preliminary results show a decline in these infections at the facilities and improvement in overall cleanliness.

Most recently MPSC engaged renowned experts on the Maternal Health Equity Project, a new initiative to educate non-obstetric providers, such as emergency department physicians, on racial bias, maternal morbidity and the importance of the patient's voice and experience. To continue to support innovative work by the designated patient safety center, permanent funding and support from the legislature is essential. For these reasons, we ask for a favorable report on SB 591.

For more information, please contact:

Traci LaValle, Senior Vice President, Quality & Health Improvement  
tlavalle@mhaonline.org

# **SB 591 MD Health Care Commission-Patient Safety Ce**

Uploaded by: Barbara Wilkins

Position: INFO



# Maryland

DEPARTMENT OF BUDGET  
AND MANAGEMENT

LARRY HOGAN  
*Governor*

BOYD K. RUTHERFORD  
*Lieutenant Governor*

DAVID R. BRINKLEY  
*Secretary*

MARC L. NICOLE  
*Deputy Secretary*

## **SENATE BILL 591 Maryland Health Care Commission - Patient Safety Center - Designation and Fund**

### **STATEMENT OF INFORMATION**

**DATE:** February 16, 2022

**COMMITTEE:** Senate Finance

**SUMMARY OF BILL:** SB 591, in part, mandates an annual appropriation in the amount of \$1 million to the Maryland Health Care Commission for purposes of providing a grant to the Patient Safety Center; and creates the Patient Safety Center Fund.

**EXPLANATION:** The Department of Budget and Management's focus is not on the underlying policy proposal being advanced by the legislation, but rather on the \$1 million mandated appropriation provision that impacts the FY 2024 and subsequent budgets.

DBM has the responsibility of submitting a balanced budget to the General Assembly annually, which will require spending allocations for FY 2024 to be within the official revenues estimates approved by the Board of Revenue Estimates in December 2022. Despite a provision in the bill, appropriations cannot be mandated in FY 2023.

Changes to the Maryland Constitution in 2020 provide the General Assembly with additional budgetary authority, beginning in the 2023 Session, to realign total spending by increasing and adding items to appropriations in the budget submitted by the Governor. The legislature's new budgetary power diminishes, if not negates, the need for mandated appropriation bills.

Fully funding the implementation of the Blueprint for Maryland's Future (Kirwan) will require fiscal discipline in the years ahead, if the State is to maintain the current projected structural budget surpluses. Mandated spending increases need to be reevaluated within the context of this education funding priority and the Governor's tax relief proposals.

Economic conditions remain precarious as a result of COVID-19. High rates of inflation and workforce shortages may be short lived or persist, thereby impacting the Maryland economy. While current budget forecasts project structural surpluses, the impact of the ongoing COVID-19 pandemic continues to present a significant budgetary vulnerability. The Department continues to urge the General Assembly to focus on maintaining the structural budget surplus.

**For additional information, contact Barbara Wilkins at (410) 260-6371  
or [barbara.wilkins1@maryland.gov](mailto:barbara.wilkins1@maryland.gov)**