



A conversation can change an outcome.
A conversation can change a life.™

Citizens for Patient Safety, LLC Company Overview

Citizens for Patient Safety, LLC is a woman-owned small business (WOSB) headquartered in Centennial, Colorado. Citizens for Patient Safety (CPS) was founded in 2005 by Patricia Skolnik after she and her husband, David, lost their only child to medical error and poor communication. In 2015, Patricia formed a partnership with Linda Sample to broaden the scope and capacity to further CPS' mission. Linda lost her father, a radiologist and pioneer in nuclear medicine, at a young age from untreated mental illness and suicide. Patricia and Linda are very passionate about educating and empowering patients and families to manage their own health and be part of their healthcare team, as well as, training and coaching healthcare professionals and integrated care teams on Shared Decision-Making and Communication.

CPS' **mission** is to increase engagement and communication between patients/families and providers for better healthcare outcomes. CPS provides curriculum, training and coaching designed to improve health literacy, strengthen person and family engagement as partners in their care and promote effective communication and coordination of care through Shared Decision-Making and transparency. CPS services include:

- Training and coaching (including train-the-trainer)
- Presenting and facilitating workshops
- Broad-based consulting (e.g. developing and implementing Patient and Family Partnership Councils)
- Curriculum design

Below is a list of several workshops we do which are customizable:

Consumer Training

- "Taking a Safe Healthcare Journey: How to be Part of Your Healthcare Team"

Healthcare Professional Training

- "Can a Conversation Change an Outcome, can a Conversation Save a Life?"
- "Shared Decision-Making and Informed Consent" (The Story of Michael Skolnik - Film)
- "Improving Outcomes and Patient Experience through Shared Decision-Making"
- "Communicating with Patients and Families to Improve Quality and Safety"
- "Connecting with Patients: Are You Empathetic?"
- "Switching Chairs: The Healthcare Professional Becoming the Patient and the Advocate"

- “Understanding and Dealing with Disruptive Patients and Families”
- "Playbook for Reducing Hospital Readmissions”
- "It’s All About the Fans: Succeeding in Payment Reform with Person and Family Engagement”
- “How Person and Family Engagement and Patient and Family Councils Relate to HROs”

Hospital and Clinical Practice Training & Coaching

- “How to implement Sustainable Patient and Family Partnership Councils”

CPS provides these trainings both in-person and via webinars to a broad range of stakeholders including patients, families, caregivers, physicians and other healthcare professionals, interprofessional students, hospitals, Behavioral Health Organizations (BHOs), integrated delivery systems, clinical practices, insurers, state agencies, healthcare associations and other non-medical professionals.

Current Special Projects

- MedStar Health System AHRQ grant: CPS provides consulting services as a member of MedStar’s Patient and Family Engagement (PFE) Technical Expert Panel (TEP)
- University of Massachusetts Medical School’s Total Joint Replacement Program: CPS is designing curriculum and providing subsequent training and coaching for orthopedic surgeons and inter-professional care teams on Shared Decision-Making.
- University of Colorado Medical School: CPS is an Advisor to the Inter-Professional Education team.
- Craig Hospital: CPS is designing curriculum and providing training for new nurse graduates.

Patricia Skolnik, Founder and President of CPS, is an international subject matter expert, educator, coach and speaker in patient safety and an advocate for Shared Decision-Making, transparency and improving patient-provider relationships. Patricia spearheaded the passage of The Michael J. Skolnik Medical Transparency Act in Colorado, a law that provides access to the online professional profiles of all 59 licensed healthcare professions. Patricia is an appointed member of the National Advisory Council of AHRQ. She also sits on the Board of Directors for the Patient View Institute and is a faculty member for the Institute of Healthcare Improvement (IHI). Named one of CNN’s “Intriguing People” and the recipient of numerous awards, Patricia has also been a guest author in Patient Safety and Surgery by Philip Stahel, M.D. among others.

Linda Sample, Vice President of CPS, has over 25 years of experience in healthcare working with diverse stakeholders spanning the continuum of care delivery. She has developed and led numerous cross-functional teams to standardize and optimize corporate-wide processes and training programs. Previously, she led the Colorado Foundation for Medical Care’s Corporate Quality and Strategic Initiative’s team, providing oversight of the development and implementation of the organization’s Quality Improvement Plan and comprehensive quality management system. Linda is a certified Six Sigma Green Belt and has extensive experience in quality improvement, designing curriculum, training and coaching. Linda also sits on the Colorado State Board of Psychologist Examiners.

Citizens for Patient Safety, LLC
Patricia Skolnik (303) 619-1476 and Linda Sample (303) 335-8862
www.citizensforpatientsafety.org