

Learning Objective

Patient Safety

KNOWLEDGE BASED OBJECTIVES

Define, discuss and meaningfully explain the following Patient Safety

	IHI Module	SIU QIPS Recorded Session	OGME Institutional Curriculum/Activity	Hospital QIPS Staff	SIU Medicine Staff	MMC Executive White Belt Program	SJH Team STEPPS	SOAR
Culture of safety	PS101, PS104, PS202, PS203	<u>PS for New Residents</u>						
<u>IOM's Six Aims of Quality Health Care</u>	QI101, QI102, T102					X		
<u>James Reason's Swiss cheese model of system failure</u>	PS102	<u>PS for New Residents</u>	Mock RCA					
Human error and the limits of human performance	PS102, PS103							
Differential approach to preventable adverse events in a just-culture framework	PS102, PS103							
<u>Components and tools of an inter-professional patient safety event investigation (commonly called a Root Cause Analysis (RCA) or systematic analysis)</u> Review by inter-professional team Detailed analysis of systems and processes Identification of potential systems changes Implementation of an action plan Follow-up evaluation of the actions	PS201	<u>QIPS: Medical Errors</u>	Mock RCA	X				
The full range of reportable events Events with harm Near Misses (potential for harm but did not reach the patient)			Mock RCA	X				

Unsafe conditions Unexpected deterioration Complications			MOCK RCU	^				
Disclosure of adverse events to patients and families	PS105	<u>QIPS: Medical Errors</u>	Patient Simulation					
The difference between a patient safety investigation and peer review/M&M and understanding that the aforementioned processes are free of reprisal			<u>Relevant Issues in Law & Medicine</u>	X				
BEHAVIORAL OBJECTIVES								
Consistently demonstrate and role model the practice of:								
Infection control standards and precautions including (HM-PROF1/2):								
Hand hygiene								
Proper use of personal protective equipment								
Sharps disposal								
Timely follow-up of injuries or exposures								
Appropriate reporting of injuries and exposures and understanding that this role should not be delegated to other staff								
Common tools for patient safety including (HM-PROF1/2):								
Time outs								
Checklists								
Medication reconciliation								
Decision support tools								
Standardized sign-out lists								
Self-Care, including (HM-PROF 3):								
Seeking help when feeling overwhelmed or in need of support								
Debriefing with team members after difficult clinical encounters								
Knowing how to obtain mental health resources								
Recognizing and intervening when colleagues need support								
Meaningful participation in interprofessional patient safety event investigations (HM-SBP1)	PS201							

For any given clinical setting, demonstrate a working knowledge of								
The most common patient safety events in that environment		<u>QIPS:</u> <u>Safety in</u> <u>Specific</u> <u>Settings</u>		X	X			
How to report adverse events and near misses			Mock RCA					
Where to seek assistance when a patient safety event occurs	PS105		New Resident Orientation	X				
Patient Safety goals and resources available (or how to access)	PS202		New Resident Orientation	X				
How to access and utilize quality metrics and benchmarks related to that patient population	QI104							
Priorities in addressing health care disparities common to that clinical population (or how to access)								
Strategies to mitigate health care literacy limitations such as teach back (HM-ICS1)	PFC101, PFC102							
How to access appropriate language translation services for relevant patient population (HM-ICS1)	PFC102							
The process for providing feedback on a reported patient safety event								
Consistently demonstrate and role model:								
Reporting of adverse events/near misses/close calls (HM-SBP1)								
Disclosure of safety events to patients and families (HM-SBP1)	PS105	<u>QIPS:</u> <u>Medical</u> <u>Errors</u>	Patient Simulation					
Managing the immediate harm of an ongoing patient safety event (e.g., gathering information, communicating safety plan)	PS201		Mock RCA					
Patient Handoffs that include: (HM-SBP2)								
Summary statement of current patient circumstances and context			New Resident Orientation					
Active issues, including current and anticipated problems		<u>QIPS:</u> TOC	Orientation					

<p>If - then contingency planning</p> <p>Follow-up recommendations for any tests, procedures or treatments</p> <p>Active listening and interactive questioning</p> <p>Readback where appropriate</p> <p>Patient concerns and considerations</p>	<p>PS104</p>	<p><u>&</u> <u>Communic</u> <u>ation</u></p>	<p><u>GMEC TOC</u> <u>Policy</u></p> <p>Readback Poster</p>					
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Quality Improvement								
KNOWLEDGE BASED OBJECTIVES								
Define, discuss and meaningfully explain the following								
Lean						X		
Six Sigma						X		
PDSA cycle	QI102-QI105, QI201	<u>QIPS: Research vs QI</u>				X		
TeamSTEPPS		<u>QIPS: TOC & Communication</u>					X	
Variation	QI104	<u>QIPS: Clinical Variation</u>				X		
Flow Chart						X		
Process Map						X		
<u>Fishbone Diagram</u>						Future state		
<u>Learning from Defects tool</u>								
Define, meaningfully discuss and demonstrate (where applicable)								
Health care disparities, including:	TA101, T102		New Resident Orientation, Social Determinants of Health Curriculum		X			
Social determinants of health (HM-SBP2)								
Cultural competence or humility (HM-ICS1)								
The role of implicit bias (HM-ICS1)								
Stratification of quality measures (HM-SBP1)								

Learning Objective

Communication & Teaming

BEHAVIORAL OBJECTIVES

Consistently demonstrate and role model:

	IHI Module	SIU QIPS Recorded Session	OGME Institutional Curriculum/Activity	Hospital QIPS Staff	SIU Medicine Staff	MMC Executive White Belt Program	SJH Team STEPPS	SOAR
Communicating in a way that values input from all healthcare team members, resolving conflict when needed (HM-ICS2)	L101, PS104							
Communicating in a clear, organized, concise, and timely way, and includes anticipatory guidance (HM-ICS3)								
Requesting a consultation in organized succinct respectful and timely manner (HM-ICS2)								
Engaging in timely direct and respectful communication among primary and consulting teams (HM-ICS2)								
Coordinating recommendations from different members of the healthcare team to optimize patient care (HM-ICS2)	L101, PS104							
Accurate and appropriate documentation in the patient's record (HM-ICS3)			<u>Relevant Issues in Law & Medicine</u>					
Effectively working as an interprofessional team member (HM-ICS2)	L101, PFC102, PFC201, PS104							
Practicing shared decision-making and informed consent with patients and families (HM-ICS1)	PFC101, PS202							

Participate as a team member with patients and families in efforts to improve quality and safety (HM-ICS1)	PFC101, PFC102, PS101, PS104, PS202							
Effective coordination of patient centered care (HM-ICS1/2)	PFC 101, PFC 102							

Identification and minimization of biases in clinical decision making (HM-ICS1)	PFC101							
SIU SOM's Population Science & Policy Curriculum								

**Patient Safety and Quality Improvement Contact and Activity Information
as of January 2021**

Activity/Event	Frequency of Activity	Contact Person	Contact Information
Medicolegal Session: Relevant Issues in Law & Medicine	Video available on OGME Webpage	GME Office	nworkman@siumed.edu
Memorial Executive White Belt Program	Offered Annually	Raj Mitra	Mitra.Rajat@mhsil.com
Memorial PS Staff		Lindsay Price	Price.Lindsay@mhsil.com
		Lance Millburg	Millburg.Lance@mhsil.com
Mock RCA	Offered 3 times Annually	GME Office	nworkman@siumed.edu
New Resident Orientation	Offered Annually in June	GME Office	
QI & Population Health Forum	Offered Annually	GME Office	nworkman@siumed.edu
QI Poster/Project Competition (Residents and Fellows)	Offered Annually in Spring	GME Office	nworkman@siumed.edu
Social Determinants of Health/Healthcare Disparities	Consultation upon request	Office of Population	psp@siumed.edu
	Curriculum Available	GME Office	nworkman@siumed.edu
SOAR (Statistics, Outcomes and Analytical Research)	Ongoing	Lance Millburg	Millburg.Lance@mhsil.com
St. John's TeamSTEPS	Available Upon Request	Shelly Meyers	Shelly.Meyers@hshs.org