

Patient Safety CME Curriculum

Patient Safety: The Other Side of the Quality Equation

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Patient Safety:

The Other Side of the Quality Equation

Seven Modules in Ambulatory Care

- **Systems**
 - The influence of systems on the practice of medicine
- **Cognitive Capacity**
 - Coping mechanisms under information overload and time pressures
- **Communication**
 - Communication barriers, lack, and unclear communication
- **Medication Errors**
 - Uniform dosing, look- and sound-alikes, forcing functions

Patient Safety:

The Other Side of the Quality Equation

Seven Modules in Ambulatory Care

- **The Role of Patients**
 - Patients as allies in patient safety
- **The Role of Electronics**
 - Supportive products and processes
- **Idealized Office Design**
 - Medical practice design to support patient safety

Dissemination

■ Formal

- The American College of Physicians (ACP) Members
- Some 50 Chapter presentations

■ Informal

- Local Medical Societies
- Grand Rounds, etc.

Module Structure

- Theoretical Overview of Content
- Clinical Case
- Take Home Points

Case One

- Patient with chronic renal failure
- Workup after complaining of abdominal pain
- You wrote: "CT of abdomen w/o contrast."

Case One Take Home Points

- What are some take home points from this scenario?

Case Seven

- Patient with psoriasis
- Presentation for worsening disease
- Prescription of topical steroids

Case Seven Take Home Points

- What are some take home points from this scenario?

Reinforcement

- Take Home Points
 - For each module
- Pamphlet of All Seven Modules

Systems Take Home Points: Samples

- Medication:
 - Don't store look-alike pharmaceutical substances together
 - Print, don't handwrite
 - Do not use abbreviations

Systems Take Home Points: Samples

- Office Communication:
 - Develop a protocol for patient messages
 - Use a telephone check sheet
 - Meet with staff to see how to prevent error in the future, thereby creating team spirit
 - Avoid lack of communication above all

Discussion

- Dissemination Beyond Focus Group
- Exposure and Active Participation
 - Early Adopters
- 1.5 Day Training Session
 - Bonding Experience

Where Do We Go from Here?

- Repeat Exposure
- Simple Messages
- Clinical Content