

# Teaching Tools to Enhance Patient Safety in Ambulatory Care

2003 National Ambulatory Primary Care Research  
and Education Conference on Patient Safety

September 18-19, 2003

Chicago, Illinois

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# *Special thanks to...*

Senior Residents

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# Context

- Identified gaps in quality and evolving evidence about patient safety factors in ambulatory care create new opportunities to translate research into practice through resident training.
- However, safety and system training opportunities in current clinical settings are limited and variable.

# Objective

- Increase pediatric residents' knowledge and skills in reducing errors and improving care in all settings, including ambulatory primary care and the home.

# Design, Setting, Participants

- Single group study of a quality of care and patient safety curriculum segment for 33 senior pediatric residents in 2002-03.

# Intervention

- Four groups of 8 to 9 senior residents
- Required, 3-month rotation includes 6 hours of seminars per week
- 20% of seminars focused on Institute of Medicine aims to make care safe, effective, patient-centered, timely, efficient, and equitable
- Individual, team, and system levels

# Interactive approaches

- Case-based learning (published cases; current clinical situations)
- Resident interviews of patients, families, nurses, physicians
- Role play (e.g., family-MD meeting)
- Group exercises (e.g., waiting room poster to reduce medication errors; team leadership plan to reduce errors)

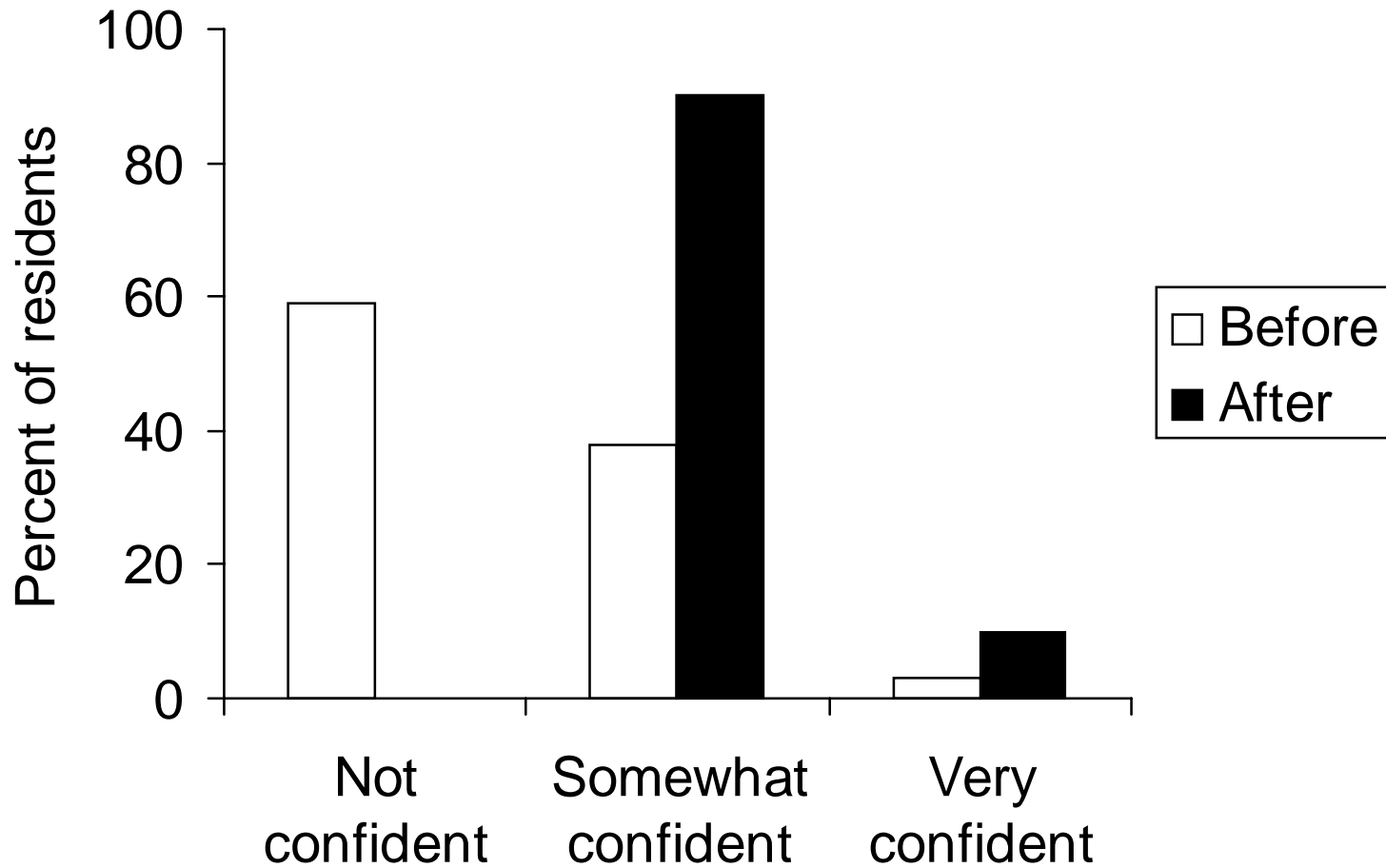
# Tools

- Rapid cycle improvement
- Baldrige National Quality Award Criteria and questionnaires
- Six Sigma and related methodologies (e.g., DMAIC, brainstorming, process flow, fishbone diagram, Pareto chart, quality function deployment, failure mode and effects analysis, run chart, design of experiments)

# Other Sample Resources

- "20 Tips to Help Prevent Medical Errors in Children," AHRQ
- "Quick Tips When Getting Medical Tests," AHRQ
- "The New Over-the-Counter Medicine Label," Consumer Healthcare Products Association
- Safety aspects of evidence-based clinical practice guidelines

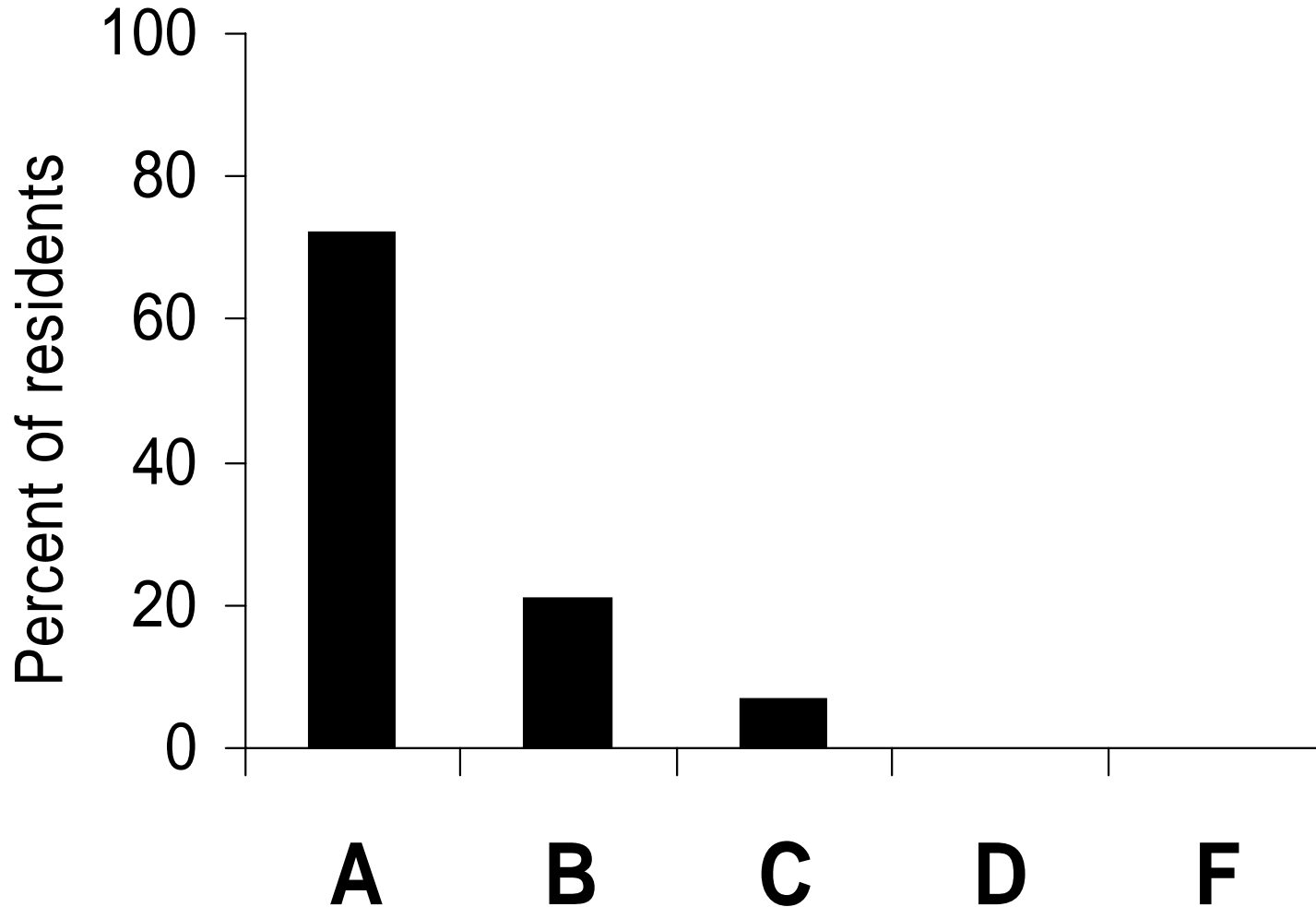
# Residents' confidence in ability to participate in patient safety and quality improvement efforts



Response rate 88% (29/33)

# Overall quality rating of rotation:

A-



Response rate 88% (29/33)

# The best things about the rotation were...

Sample comments:

- "Discussions with my fellow residents--sharing our experiences"
- "The small groups and the interactiveness at the sessions"
- "Focus on aspects...that we don't focus on in residency"
- "Flexibility"

# Conclusion

- Using tools from quality methodologies in interactive seminars can rapidly increase residents' confidence in applying skills to improve ambulatory patient safety.
- Further opportunities remain to advance training, evaluation, and resident performance in this critical area.