

MCS Selective

Quality and Safety in Medicine

Description: This Selective will examine Quality Improvement strategies that can enhance performance and outcome measures and improve patient safety in the delivery of health care services throughout the continuum of care.

Instructors



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Patient Safety

Department of Patient Safety, Regulatory Affairs & Ethics

Educational Objectives:

Upon completion of this selective, you will have the ability to:

- Describe the importance of effective communication in preventing patient harm e.g. Failure to Rescue, Sentinel and Never Events.
- Discuss the economic, regulatory (CMS, TJC, DOH, etc.) and organizational factors that influence patient safety, quality care and patient satisfaction in health care organizations.
- Discuss the elements of an effective medication reconciliation process, and how this contributes to a reduction in medication errors, patient harm and hospital readmissions.
- Identify indications for conducting an FMEA- Failure Mode Effects Analysis (Preventative) and an RCA- Root Cause Analysis (Reactive).
- Discuss the importance of the National Patient Safety Goals

Requirements and Outline:

In order to successfully complete this selective, you must:

- Attend all sessions as required.
- Be prepared for sessions by completing assigned readings, viewing documentaries etc. prior class.
- Completion of assigned discussion questions related to assigned readings and documentaries

Meeting Place: TBA from 1-3pm

Tues. 4/23, Tues. 4/30, Tues. 5/14, Tues. 5/28

Session		Topic*	Pre-Session Assignment	
(*sequence may be altered based upon speaker availability)				
Session 1:	April 23	Improving Communication and Establishing Trust: Sentinel Events, Never Events:” Chasing Zero Harm”	Berwick, D. “Improvement, Trust and the Healthcare Workforce.” Quality and Safety in Healthcare	
Session 2	April 30	National Patient Safety Goals/Quality Initiatives	Read ECRI’s Top 10 Patient Safety Concerns 2024 prior to class Guest Speaker Martin Griffel, MD/ Clinical Associate Professor/ Associate Chief Medical Officer for Patient Safety	
Session 3	May 14	Failure Modes Effects Analysis (FMEA) Root Cause Analysis (RCA) Clinical Deterioration/Failure to Rescue	Read QI Essentials Tool Kit with special attention to FMEA Section, Prior to Class Guest Speaker Barbara Mills, DNP/Director Rapid Response Team/Code Resuscitation	
Session 4	May 28	Medication Reconciliation Transforming Healthcare: Understanding Processes, Outcomes, and Costs IHI QI Essentials Tool Kit	Prior to class, please watch “Escape Fire” Guest Speaker Marie Varela, Pharm D., MS, BCPS Assistant Director of Pharmacy	

Good Websites for reference:

[Agency for Healthcare Research and Quality \(AHRQ\) Home Page](http://www.ahrq.gov) : www.ahrq.gov The Agency for Healthcare Research and Quality (AHRQ) is the lead Federal agency charged with improving the quality, safety, efficiency, and effectiveness ...

[Centers for Disease Control and Prevention](http://www.cdc.gov/) : www.cdc.gov/ This is the main website for information related to disease and public health in this country. It is administered by the Department of Health and Human Services.

[Centers for Medicare & Medicaid Services \(CMS\)](http://www.cms.hhs.gov): US federal agency which administers Medicare, Medicaid, and the Children's Health Insurance Program. Provides information for health professionals,

[Regulations & Guidance](http://www.cms.hhs.gov) - www.cms.hhs.gov

[Institute for Healthcare Improvement](http://www.ihl.org): IHI.org is the website of the Institute for Healthcare Improvement and a global knowledge environment created to help health care professionals around the world. www.ihl.org

[Institute of Medicine](http://www.iom.edu): The Institute of Medicine serves as adviser to the nation to improve health. www.iom.edu

[National Association for Healthcare Quality \(NAHQ\)](http://www.nahq.org): Promotes the continuous improvement of quality in healthcare by providing educational and development opportunities for professionals at all management www.nahq.org

[National Institutes of Health \(NIH\)](http://www.nih.gov): Official website of the National Institutes of Health (NIH). NIH is one of the world's foremost medical research centers. www.nih.gov

[The Joint Commission](http://www.jointcommission.org): The Joint Commission - Helping Health Care Organizations help patients. The Joint Commission's Annual Conference on Quality and Patient Safety. www.jointcommission.org

Documentaries:

- **“Chasing Zero Harm; Winning the War on Healthcare Harm”**

<https://www.youtube.com/watch?v=MtSbgUuXdaw>

Chasing Zero targets consumers, caregivers, and healthcare leaders. The goal is to inspire them to act now to prevent healthcare harm. The war on healthcare harm is not targeting bad people, but bad systems.

- **“Escape Fire: The Fight to Rescue American Healthcare”**

<https://tubitv.com/movies/300834/escape-fire-the-fight-to-rescue-american-healthcare>

ESCAPE FIRE: The Fight to Rescue American Healthcare “tackles one of the most pressing issues of our time: how can we save our badly broken healthcare system?”

American healthcare costs are rising so rapidly that they could reach \$4.2 trillion annually, roughly 20% of our gross domestic product, within ten years. We spend \$300 billion a year on pharmaceutical drugs—almost as much as the rest of the world combined. We pay more, yet our health outcomes are worse.

ESCAPE FIRE examines the powerful forces maintaining the status quo, a medical industry designed for quick fixes rather than prevention, for profit-driven care rather than patient-driven care. After decades of resistance, a movement to bring innovative high-touch, low-cost methods of prevention and healing into our high-tech, costly system is finally gaining ground. Award-winning filmmakers Matthew Heineman and Susan Froemke follow dramatic human stories as well as leaders fighting to transform healthcare at the highest levels of medicine, industry, government, and even the US military. ESCAPE FIRE is about finding a way out. It's about saving the health of a nation”.

Health care: America vs. the World (PBS 2021)

Millions of Americans have no health insurance and live in fear that one illness could bankrupt them. Even though the U.S. spends far more on health care than other wealthy nations, Americans die of preventable diseases at greater rates. The PBS NewsHour special, “Critical Care: America vs the World,” examines how four other nations achieve universal care for less money, with better outcomes. <https://www.youtube.com/watch?v=BytzrjEfyfA>

- **“Sick Around the World” Other Rich Countries have Universal Health care: Why Don't We?**
Frontline

Class Size

Minimum 5 / Maximum 10

Last updated on: 2/9/24