

# MCS Selective Quality and Safety in Medicine

**Description:** This Selective will examine Patient Safety and Quality Improvement strategies and evaluation techniques that can improve performance and outcome measures in the delivery of health care services throughout the continuum of care.

## Instructors



Jean Mueller, MPS, BS,RN,CPHQ

[Jean.Mueller@stonybrookmedicine.edu](mailto:Jean.Mueller@stonybrookmedicine.edu)

Quality Management Practitioner  
Department of Quality Improvement

## Educational Objectives:

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

- Describe the importance of communication in preventing patient harm e.g. Sentinel and Never Events.
- Discuss the economic impact of regulatory/accrediting (CMS, TJC, DOH) 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
- Participate in a Failure Mode Effects Analysis (FMEA)/ Root Cause Analysis (RCA).

## Requirements and Outline:

Readings and class preparation must be done before class. Attendance to all sessions is mandatory. Completion of Pretest and Post Test.

Week 1: Improving Communication and Establishing Trust:  
Sentinel Events, Never Events: Chasing Zero Harm

Week 2: Transforming Healthcare: Understanding Processes, Outcomes, and Costs

Week 3: Medication Reconciliation: The value of prevention

Week 4: Failure Modes Effects Analysis (FMEA) Root Cause Analysis (RCA) workshop

## 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,

**Last updated on: 7/15/2019**

safety, efficiency, and effectiveness ...

[Centers for Disease Control and Prevention](http://www.cdc.gov/) : [www.cdc.gov/](http://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](http://www.cms.hhs.gov)

[Institute for Healthcare Improvement](http://www.ihl.org): [IHI.org](http://www.ihl.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](http://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](http://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 levels. [www.nahq.org](http://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. An agency of the US Department of Health and Human Services. [www.nih.gov](http://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](http://www.jointcommission.org)

<b>Class Size</b>
-------------------

Minimum 5 / Maximum 10