**MCS Selective**  
**Quality and Safety in Medicine**

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

**Instructors**
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**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. 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 and patient harm.
- Identify indications for conducting an FMEA- Failure Mode Effects Analysis (Preventative) and an RCA- Root Cause Analysis (Reactive).

**Requirements and Outline:**

In order to successfully complete this selective, you must:

- Attend all sessions in person or virtually as required.
- Zoom sessions require both audio and video - please be sure you have the necessary devices for this.
- Be prepared for sessions by completing assigned readings, viewing documentaries etc. prior class.
- Completion of assigned discussion questions related to assigned readings and documentaries.
- Completion of Pretest and Post Test.
Sessions:

Session 1: 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: Transforming Healthcare: Understanding Processes, Outcomes, and Costs “Escape Fire” IHI QI Essentials Tool Kit

Session 3: Medication Reconciliation: The value of prevention “Sick Around the World”

Session 4: Failure Modes Effects Analysis (FMEA) Root Cause Analysis (RCA) Case Studies “How to Respond to Ethical Challenges & Moral Distress during the Covid-19 Pandemic”; how can allocation of scarce resources during contingency and crisis modes effect quality of care, patient and healthcare worker safety?

Good Websites for reference:
Agency for Healthcare Research and Quality (AHRQ) Home Page: 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: 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.
Institute for Healthcare Improvement: IHI.org is the website of the Institute for Healthcare Improvement and a global knowledge environment created to help health care professionals around the . www.ihi.org
Institute of Medicine: The Institute of Medicine serves as adviser to the nation to improve health. www.iom.edu
National Association for Healthcare Quality (NAHQ): 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): 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 ... www.nih.gov

Documentaries:
“Chasing Zero Harm; Winning the War on Healthcare Harm”
“Sick Around the World” Other Rich Countries have Universal Health care: Why Don’t We?” Frontline

Class Size
Minimum 5 / Maximum 10

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