Facilitator's Guide:
Quality and Safety Educators Academy

Session: Patient Safety
Time: 1 hour and 45 minutes

Goal: Provide attendees with a framework and set of tools for thinking about medical errors and near miss patient safety events

Specific Learning Objectives:

1) Define key terms commonly used in patient safety work (AT and JM)
2) Practice using root cause analysis skills to identify and categorize contributing factors to medical error (AT)
3) Correctly categorize strong versus weak action plans in response to root cause analyses. (AT)
4) Compare and contrast systems errors from cognitive errors and describe how both can be taught using similar patient safety tools (JM)
5) Discuss strategies for managing challenges that arise when discussing and teaching residents about safety and error

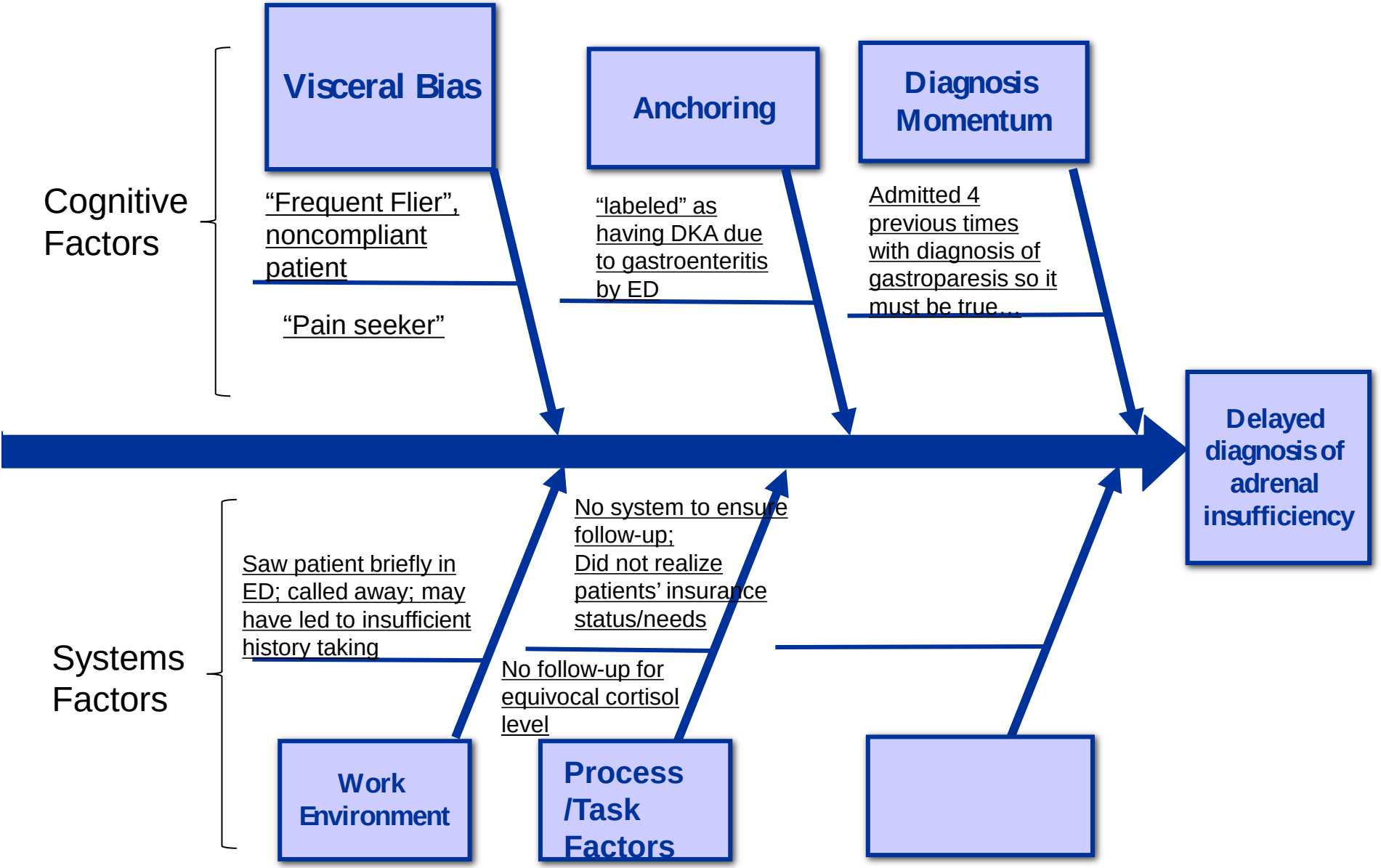
Methods: 1) Case-based didactic teaching to illustrate key concepts
2) Hands-on practice using a contributing factors worksheet and fishbone diagram to teach root cause analysis skills
3) if we decide to weave in the resident reaction/emotion stuff, we could have people do a go-round talking about their experiences here.

Toolkit Items: 1) Journal articles on patient safety, RCA, cognitive errors
2) Copy of the completed cases with contributing factors worksheet and cognitive-systems fishbone diagram that we used in the talk

Flow of Session:

Present Case and use to illustrate definitions & error analysis 20 minutes - AT
Use Case to illustrate Hierarchy of safety intervention concepts 10 min – AT
Table Breakout #1: propose action plans with report out – 15 min AT
New Case to illustrate difference btwn cognitive and systems error 15 min – JM
Table Breakout #2: work through a cognitive-systems fishbone 15 min - JM
The elephant in the room: Personal stories of resident-error related scenarios that arise in medical education 10 min- AT/JM
Final Breakout vs Large Group Q&A on Resident Challenges in Safety 5-10 min – AT/JM

DIAGNOSTIC ERROR FISHBONE DIAGRAM



Diagnostic Error Fishbone Diagram. University of Pennsylvania: Myers, Reilly, Von Feldt, Ogdie.