Patient Safety/Quality Improvement

Patient Safety is the delivery of healthcare in a manner that employs safety methods and minimizes the incidence and impact of adverse events while maximizing recovery from such events.

Quality Improvement is a formal approach to assess the degree to which services provided by healthcare professionals for individuals and populations increases the likelihood of the desired outcome and are consistent with evidence-based standards of care and the systematic effort to improve performance.

The goal of this curriculum is to educate psychiatry residents at Morehouse School of Medicine on the principles and practices of patient safety and quality improvement.

The curriculum’s objectives: By the end of this curriculum, learners will be able to:

* Discuss the historical background of Patient Safety/Quality Improvement.
* Define terminology pertaining to PS/QI (including near miss and adverse events).
* Define PS/QI problems specific to Psychiatry.
* Demonstrate a high quality hand-off by the end of intern year.
* Formulate a Quality Improvement project or participate in a project that is already in progress.
* Demonstrate behaviors associated with effective teamwork and interpersonal and communication skills.

Curriculum

Core content

1. Knowledge
   1. History
   2. Terminology
   3. Root cause analysis
   4. Error reporting
   5. Safety culture inclusive of documentation of medication reconciliation, completion of suicide risk assessments, and use of seclusion and restraints
2. Skills
   1. Root cause analysis
   2. Formulate QI question
   3. QI project
   4. Identify types of medical errors
   5. Proper handoff
   6. Effective teamwork, interpersonal skills and communication
3. Attitude  
   Appreciation of patient safety and quality improvement

Strategies

* Psychiatry orientation in June
* GME orientation
* Quarterly didactics
* Psychiatry Grand Rounds and Case Conferences
* QI projects
* Direct observation of hand-offs
* Weekly supervision with psychotherapy supervisor

**PGY-1**

During the six (6) month VA experience, residents will complete Patient Safety modules from the Institute for Healthcare Improvement online program and observe senior resident handoffs to inpatient treatment team during 7:30 morning report.

**PGY-2**

Residents will attend morbidity and mortality conferences at Grady Healthcare System. Residents will prepare one case conference per year that incorporates patient safety and quality improvement issues. Residents should complete QI modules from Institute for Healthcare Improvement online program.

**PGY-3/4**

Residents will prepare one case conference per year that incorporates patient safety and quality improvement issues. Residents will design a QI project with the assistance of a mentor (faculty) or will participate in an already established QI project at VA, Grady, or GRH/A. PGY-3 are also to attend the M and M conferences if on a rotation at Grady.

**Learner Assessment**

* Direct clinical observation and clinical skills verifications during years 1-4
* Psychotherapy evaluations during years 2-4
* 360 degree evaluations of teamwork, interpersonal, and communication skills
* Present QI project prior to leaving program

**Program Evaluation**

* Resident feedback on faculty and clinical experience
* Faculty evaluation on educational resources