

SUCCESS STORIES OF TEACHING QUALITY IMPROVEMENT AND PATIENT SAFETY



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SETTING THE STAGE



THE AGENDA

- Understanding the generational impact
- Teaching across generation strategies
- Understanding the teaching objectives
- Innovative teaching strategies
- Incorporating health reform
- Disruptive teaching strategies
- A visit to the future present



UNDERSTANDING THE GENERATIONS

- Never before have we had at least 3 generations in our educational system
- Never before have we had such a diverse group of students in race, gender and ethnicity
- Never before have we faced such unique learning styles that will impact our strategies
- They all will bring their unique generational attitudes

WHO ARE THEY AND WHAT INFLUENCES THEIR LEARNING?

The Boom Generation (1943-1960)	Generation X (1961-1981)	The Millennial Generation (Y) (1982-2001)
<p>Involvement Workaholics Goal attainment Desire to please Social consciousness</p>	<p>Self-reliance Focused on skills portfolio Work to live, don't live to work Tech savvy</p>	<p>Life-long learning Intellectual curiosity Team work Uninhibited communication Technology dependent</p>
	<p>Learning Characteristics</p>	
<p>Interactive Interested in problem-solving Written materials</p>	<p>Enjoy role-playing Enhanced computer skills Written material with bullets, graphics, quotes</p>	<p>Less comfortable working independently Peer opinion is very important More risk-adverse</p>

MILLENNIALS: THE MASTERS OF THE DIGITAL AGE



- Three-Quarters have created a social networking profile
- One-in-five have posted a video of themselves on-line
- Struggling to find jobs in this recession
- They are 61% white and 39% non-white
- They are on the path to become the most educated generation in American history

SUCCESSFUL TEACHING STRATEGIES FOR GENERATION Y

“Flip learning strategies”

- Short narrated power points
- Hands-on-teaching with simulations
- Group discussions & Peer-to-Peer experiences
- Use of Second life
- Use of Digital clinical Experience (DCES)
- Use of the Cloud to have the student create a Google personal EMR & assess QI & Safety



TEACHING STRATEGIES FOR WHAT PURPOSE?

- To understand how to achieve the goals of the Triple Aims IOM Six Aims
- To understand how to improve care for a population of patients/individuals
- To understand how to use Change & Complexity Theory
- To understand how to use the tools of QI & Systems Theory: PDSA, Lean & Six Sigma,

INNOVATIVE STRATEGIES

Patient Safety

- Simulation to teach patient safety in the outpatient setting
- Role play to negotiate an organizational change to enhance patient safety in a specific setting

Learner Level

- Masters and above
- Students analyze potential points of failure (FMEA) & develop an implementation plan using a QI process (PDSA)

Setting

- Face to face
- On-line in “virtual world using e.g.” Shadow Health, Inc”

INNOVATIVE STRATEGIES

QI & Patient Safety

- Identify a QIA problem
- Use the NCQA QIA template
- Incorporate the QSEN &/or QI Safety competency

Learner Level

- Masters and above

Setting

- On-line
- Students submit the QIA sections in sequence to allow for faculty feedback

NCQA QIA TEMPLATE (WWW.NCQA.ORG)

The QIA form is divided into five sections:

- *Section I* Activity Selection and Methodology
- *Section II* Data/Results Table
- *Section III* Analysis Cycle
- *Section IV* Interventions Table
- *Section V* Chart or Graph

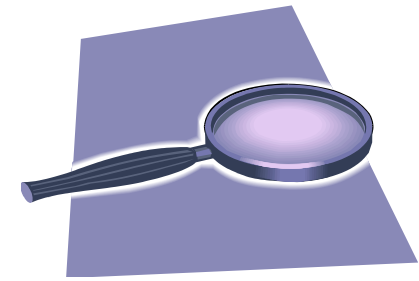


Used to indicate an activity such as “decreasing the risk of Congestive Heart Failure”

THE SACRED COW TEACHING STRATEGY

- Have students identify what is the most traditional or least logical or most time consuming practice they see in their clinical area.
- Have them then search for the best evidence base practice
- Have them develop a QIA effort using change theory to introduce the new practice

QI & SAFETY ASSESSMENTS



- Have students field one of the safety surveys*
- Have students field the Neilson Microsystem Assessment tool*
- Students analyze the result and develop a QI effort to address the findings
- Students present their plan to either the class (PPT) or to the Healthcare Leader of the facility

(see handout material)



The Driving National Initiatives to
improve Quality and Safety

DRIVING NATIONAL INITIATIVES

Sponsor	Program	Implications
Leapfrog Group	Safety Scores	<p>Public release of hospital single safety score index</p> <p><i>Teaching Strategy: Have students research the scores within their own community comparing to national benchmarks and recommend strategies to increase scores.</i></p>

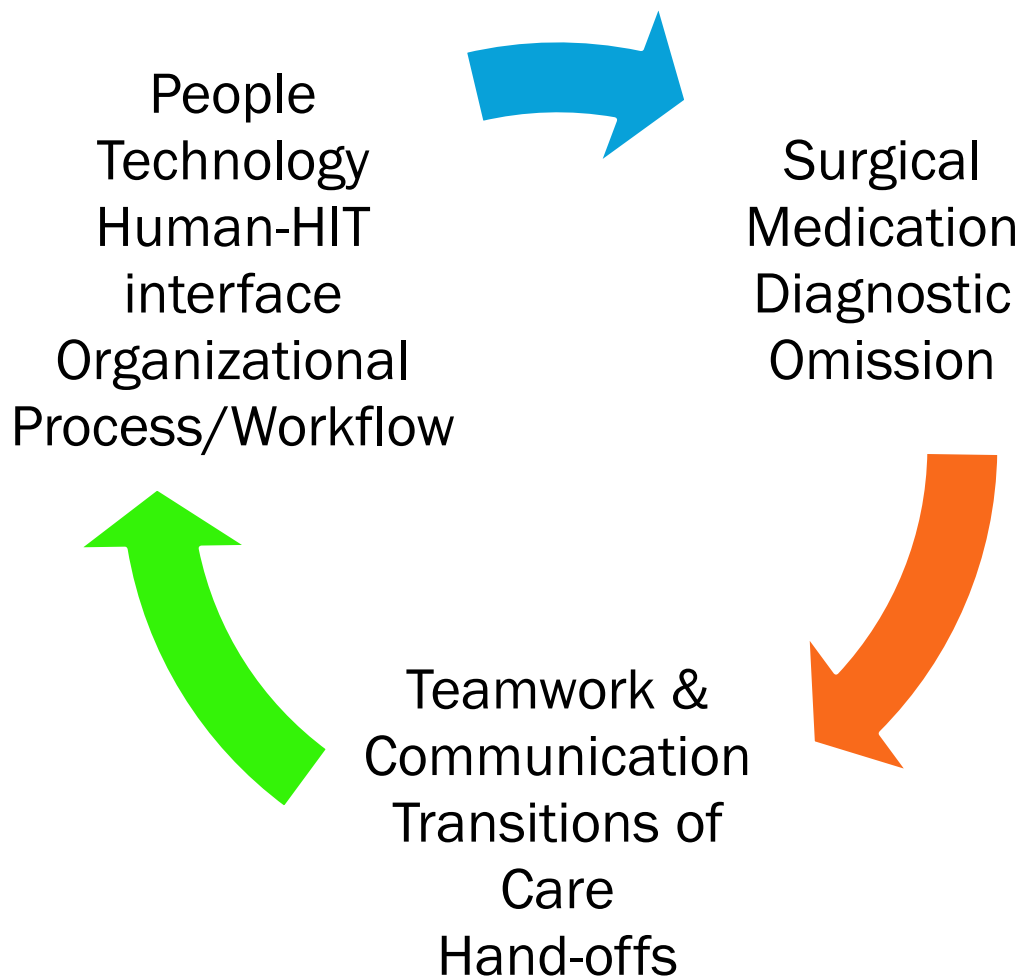
DRIVING NATIONAL INITIATIVES

Sponsor	Program	Implications
CMS Commercial Payers (Health Plans)	Never Event Denied Payments	Certain conditions considered avoidable such as HAI, pressure ulcers and retained surgical objects payment denied <i>Teaching Strategy: Have students assess the current related performance measures and develop a quality improvement effort.</i>

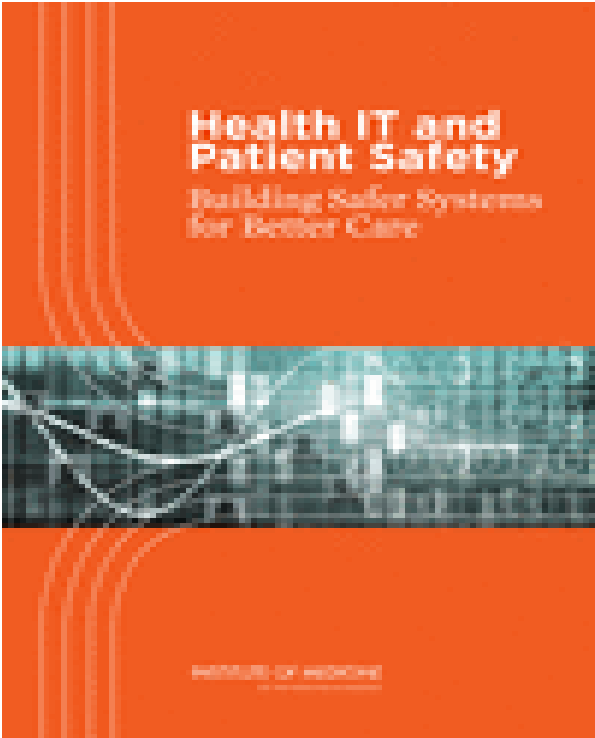
DRIVING CONSUMER INITIATIVES

Sponsor	Program	Implications
Partnership for Patient/Healthcare.gov	Public private partnership goals: <ul style="list-style-type: none"> • Reduction of preventable hospital-acquired conditions by 40% compared to 2010. • Reduction of all hospital readmissions by 20% compared to 2010. 	Public campaigns Public education Transparency of information Provider and consumer education and resources <i>Teaching strategy: Have students research some aspect of this effort and apply them to their own practice setting by identifying the actions that will contribute to increased outcomes</i>

SOURCES OF ERROR



IOM: "HEALTH IT AND PATIENT SAFETY"



HIT/HIE CURRENT STATE

PAUSE FOR CONCERN/OPPORTUNITIES FOR RESEARCH

HIT	Benefits	Potential Safety Considerations
Home Monitoring Equipment	<p>Reduction in readmissions</p> <p>Patient engagement & activation</p> <p>Increase access to care</p>	<p>Tremendous variability in functionality and quality of devices</p> <p><i>Teaching strategy:</i></p> <p><i>Have students develop an educational program for patients with X chronic condition on the safe use of the related home equipment</i></p>

WEB QUESTS



SUGGESTED WEB SITES

- www.ihi.org
- www.qualityforum.org
- www.ahrq.gov
- www.qsen.org

VALUE

- Open school on-line courses interprofessional
- Nationally endorsed QI & Patient Safety measures
- Numerous Patient safety programs and culture assessment surveys
- QI & Safety competencies, case studies & resources

“HOT OFF THE PRESS”



To engage students in discovering and sharing new resources and research findings.

- www.cwf.org or www.whynotthebest.org
- www.nccmerp.org
- www.kff.org
- www.rwjf.org
- www.npsf.org
- www.jointcommission.org
- www.ihl.org



CASE STUDY

- Medium size team practice:
 - MDs, NPs, PAs, MAs, Reception, Lab & X-ray staff
- Practice meeting concerns heard from pts long waiting times.....flu season is approaching
- CVS down the street and open 24/7
- QI effort required that will result in achieving the Triple Aims





THE FUTURE IS NOW

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