

St. Vincent Hospital Internal Medicine Residency - Quality & Patient Safety Track (QPST)

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Introduction:

U.S. healthcare is the most expensive systems amongst the developed countries yet the worst performing one. Healthcare organizations are racing to establish transformative changes to bend the expenditure curve. Errors in healthcare are a leading cause of death and injury in this country, contributing to significant portion of Healthcare expenditure in US. Patient Safety and Quality Improvement (PSQI) is a well-established field in the past 20 years to catalyze organizational best practice implementation to align with the Triple Aims proposed by Institution of Healthcare Improvement (IHI) in improving patient care outcome, decrease cost and improve patient experience. Quality & Patient Safety Track (QPST) is an emerging, culture changing career path to equip physicians with the operational skills and knowledge in building a value-based practice through adopting a collective approach and multidisciplinary collaborations between researchers, administrative leaders, and clinical providers.

Goals:

In order to prepare physicians to participate in the national transformative movements in American healthcare, this 24-month track will support residents & fellows to gain the knowledge and skills necessary to become innovative leaders (for positions or job types related to Patient Safety or Quality Officer) in healthcare system's quality and safety education, research, administration, initiatives and activities. Upon completion of the track, residents will be awarded a **Certificate of Distinction in Patient Safety and Quality Improvement** from St. Vincent Hospital Indianapolis (Ascension Healthcare).

Objectives:

- Introduce healthcare system challenges in the U.S
- Understand the incidence, nature, root causes and burdens of medical adverse events
- Identify system failures and medical errors in health systems
- Review Patient Safety history and the available resources and supporting organizations
- Study hospital safety event or error reporting system (ERS)
- Describe the implications of accountability when responding to adverse patient safety events
- Analyze the effectiveness and impact of the medical malpractice tort system in patient safety
- Understand the importance of interprofessional teamwork in solving problems in quality improvement and patient safety
- Obtain the knowledge in system improvement methods
- Apply quality improvement methods to conduct a collaborative project or research related to patient safety and/or quality improvement.
- Implement organizational system changes to meet the IHI Triple Aim
- Become the ambassador to disseminate findings widely, utilizing the broadest range of outlets

Candidacy:

- Categorical Internal Medicine or Internal Medicine/Family Medicine residents
- Must be PGY2 or higher and designate prior to PGY 3 for categorical IM or PGY4 for IM/FM (minimal one-year commitment); Participation will be restricted to residents and fellows at the

PGY-2 or higher level. Applications are due in the Spring (deadline of April 30) and are open to residents or fellows who will be PGY-2 or higher level as of July 1 of the same year.

- Must submit CV, letter of intent (outlining prior educational experiences, interest in teaching/medical education, future career goals), proposal for scholarly project
- Must be “in good standing” with program
- Must achieve appropriate competency level/milestones for year of training
- May leave track at any time without penalty
- Primary Care Track (PCT) or Clinician Educator Track (CET) residents also eligible to participate
- Application submit to Dr. Lannie Cation by May 30

Proposed General Topics/Skills to Cover:

- Healthcare Reform
- Introduction to Patient Safety
- From Error to Harm
- Human Factors and Reliability
- Types of Medical Errors
- Teamwork and Communication
- Responding to Adverse Events
- Error Disclosure
- Root Cause Analyses and Actions
- Just Culture
- Achieving Total Systems Safety
- Introduction to Health Care Improvement
- How to Improve with the Model for Improvement
- Testing and Measuring Changes with PDSA Cycles
- Interpreting Data: Run Charts, Control Charts, and Other Measurement Tools
- Leading Quality Improvement
- Planning for Spread: From Local Improvements to System-Wide Change

Education Curriculum (Tasks to complete):

- Complete Series of lectures/case-based discussions on quality improvement, patient safety and health care disparity
- Participate in outpatient group projects
- Panel Management time during Chief Month (One hour every Wednesday afternoon for 4 sessions)
- Present in the structured morbidity and mortality conference during PGY-3 year
- Complete Patient Safety Simulations in SIMS Center
- Attend at least 3 morbidity and mortality conference each year on average
- Submit at least 1 safety event report in the ERS
- Participate in QPS AIMS team huddles
- Complete IHI (Institute for Healthcare Improvement) Basic Certificate in Quality and Safety: IHI Open School Online Courses (<http://app.ihi.org/lmsspa/#/certificates/6cb1c614-884b-43ef-9abd-d90849f183d4>) – About 15 hours
- Electives with Risk Management, Pharmacy, QPS, PACT/supportive team, Ethic and Legal teams, Clinical Informatics (each team at least ½ day) for at least 1 week
- Attend at least 1 Hospital RCA (cases involving teaching teams preferred): Risk Management
- Involve in at least 1 Hospital Committee (GME, PS, PCC Quality and Safety, CAUTI, CDI, CLABSI etc.)

- Conduct at least 1 Hospital or outpatient PS/QI projects
- Presentation of at least 1 QPS abstract/poster (St. Vincent Research Symposium, AAMC, ACP local chapter, APDIM, ACP, SHM etc.)
- Attend at least 1 National PS or QI conference during 2nd or 3rd year
- Lead program QPS projects:
 - Track QPS AIMS Team Huddles Survey Metrics
 - Involve in Safety Stand-up dashboard synthesis: biweekly or monthly
 - Maintain and update QPS website as regular basis

Outcomes and Assessment:

- Requirement checklist completion in New Innovations
- Proof of IHI Basic Certificate in Quality and Safety
- Complete a final project on PSQI for dissemination in abstract/poster format at a local or national forum/conference. The project must be submitted in written form (2 pages maximum) by May 30 on the graduation year, followed by oral presentation with Q and A session.
- Assessment of acquired skills on PSQI during required conferences, meetings, Task Forces and Work Groups occur throughout the 2-year period. They are expected to be able to illustrate the successful understanding of the topics listed. The project will be assessed based upon (using the scale: needs suggestion): strongly disagree, disagree, neutral, agree, strongly agree (require all answers reaching agree to pass)
 - Background/Scope of the problem being addressed
 - Specific question for analysis
 - Discussion of an approach to address the problem
 - Innovation of the approach
 - Discussion of how the intervention should be evaluated for effectiveness
 - Evidence of team effort
 - Quality of written and oral presentation at Celebration of Research event held annually in St. Vincent Research Symposium
 - Other specific comments about the resident's performance in terms of strengths, weaknesses, and opportunities to improve
 - Resident's overall performance has fulfilled the requirements for graduation of residency as a clinical educator? If no, please list specific concerns and feedback.

References:

- Patient Safety IHI; <http://www.ihl.org/>
- AHRQ - PS NET (Patient Safety Network); <https://psnet.ahrq.gov/primers>
- Perelmann School of Medicine UPenn: Center for Healthcare Improvement and Patient Safety; <https://www.med.upenn.edu/chips/fellowships/>
- UF Health: Discovery Pathways Program – Patient Safety and Quality Track; <https://discovery.education.med.ufl.edu/research-track/discovery-tracks/basic-sciences/patient-safety-and-quality/>
- Emory University School of Medicine – Patient Safety and Quality Improvement; <https://med.emory.edu/education/gme/housestaff/residency-tracks/quality-patient-safety.html>
- WHO Multi-professional Patient Safety Curriculum Guide; https://www.who.int/patientsafety/education/mp_curriculum_guide/en/

