

Executive Fellowship in Patient Safety

Proposed Curriculum - Class of 2009 (November 14, 2007)

WILLIAMSON INSTITUTE
FOR
HEALTHCARE LEADERSHIP

Department of Health
Administration
Williamson Institute
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Date: 6/25/08 – 6/28/08 (Wednesday-Saturday).
Location: Virginia Commonwealth University, Medical Campus
Grant House, 1008 East Clay Street, Richmond, VA 23298,
Rooms 102/104, 110 – www.had.vcu.edu
Hotel: Commonwealth Park Suites Hotel,
<http://www.commonwealthparksuites.com/>

Wednesday, June 25, 2008

8:30-9:15 am	Welcome and photo-op. Sheldon M. Retchin, MD, MSPH , Vice President for Health Sciences, Chief Executive Officer, VCU Health System, MCV Hospitals and Physicians Stephen S. Mick, PhD, CHE , Arthur Graham Glasgow Professor and Chair Department of Health Administration, Virginia Commonwealth University Karen N. Swisher, MS, JD , Professor, Department of Health Administration, VCU
9:15-10:30 am	The Development of the Patient Safety Project: “Improving Anticoagulation Safety at VCUHS” Susan A. Miller, MD, FAAFP Adjunct Clinical Professor, Department of Family Medicine, Virginia Commonwealth University, Richmond, Virginia
10:30-11:00 am	Break - 102/104
11:00-12:30 pm	How to Develop an Idea for a Patient Safety Project/Project Design/Mentorship Deborah S. Mobley, MS, RN, CPHQ, FCN, PSF (2003), Adjunct Professor, School of Nursing, VCU
12:30-1:30 pm	Lunch – boxed lunch provided
1:30-2:30 pm	Welcome to Executive Learning and Fellowship Program: Understanding the Philosophy of a fellowship program using distance learning Karen N. Swisher, JD, Professor, Department of Health Administration, VCU
2:30-4:00 pm	Regulatory, Professional, & Market Forces Shaping Patient Safety Efforts Kelly J. Devers, PhD, Associate Professor, Department of Health Administration, VCU
4:00-4:30 pm	Break - 102/104
4:30-5:30 pm	A Systems Approach – Breaking Down the Silos L. Dale Harvey, MS, RN, Director, Performance, VCU Health System
7:00 pm	Welcome Reception & Dinner Location: The Swishers, Crozier, Va. (We will need to carpool)

Thursday, June 26, 2008

9:00-10:30 am	Computer Training / Blackboard / VCU email / Live Classroom Rochelle Clarke, Department of Health Administration, VCU
10:30-10:45 am	Break - 102/104
10:45-1:00 pm	The Role of Human Factors Engineering in Patient Safety Stephanie Guerlain, PhD, Associate Professor, Department of Systems & Engineering, University of Virginia, Charlottesville, Virginia
1:00-1:15 pm	Short break
1:15-2:45 pm	Technology, Patient Safety, and Process Re-engineering Ramesh K. Shukla, PhD, Professor, Department of Health Administration, VCU, Director, Williamson Institute for Healthcare Leadership
2:45 – 3:00pm	Short break – walk to Library / 5 min. walk
3:00-5:00 pm	Researching Patient Safety using the VCU Internet Library (IMPORTANT NOTE: we will meet in Tompkins-McCaw Library, 509 N. 12th St) Shannon D. Jones, Interim Head Education Service
5:00 pm	Adjourn

Friday, June 27, 2008

8:30-10:00 am	A Success Story: Healthcare Performance Improvement Carole Stockmeier, MHA, CQM Practice Director
10:00-10:30 am	Break - 102/104
10:30-1:00 pm	Leading and Communicating with Impact in the Patient Safety Environment Today Randolph T. Barker, PhD, Professor of Management, School of Business, VCU
1:00-2:30 pm	Lunch – On your own
2:30-4:30 pm	Medication Safety – When All Systems Are Not Go /VIA LIVE CLASSROOM Matthew P. Fricker, Jr. MS RPh, Program Director, Institute for Safe Medication Practice (ISMP)
5:00	Adjourn

Saturday, June 28, 2008

9:00-10:30 am	Team and Communication Skills for Healthcare Professionals/ VIA LIVE CLASSROOM Beth Kohsin, MS, RN, CPHQ, Lt Col (ret), USAF, NC, Chief of Professional Staff Management and Patient Safety, Division of Medical Operations (SGO), Office of the Command Surgeon, Headquarters Air Force Materiel Command (AFMC), Wright-Patterson AFB, Dayton, Ohio.
10:30-10:45 am	Break - 102/104
10:45-12:45	Understanding the Relationship between Medical Malpractice & Patient Safety Karen Swisher, JD, Professor Health Law & Bioethics, VCU
12:45-1:00 pm	Conclusion Developing an Idea for a Patient Safety Project: Deborah Mobley Closing Remarks: Karen Swisher

Executive Fellowship in Patient Safety Proposed On-Line Curriculum / Class of 2009

Session 1 - Fundamentals of Patient Safety

July 7 – July 18, 2008 / 2 weeks

Faculty: Deborah S. Mobley, MS, RN, CPHQ, FCN, Adjunct Faculty, School of Nursing, VCU

- Human Error Theory, IOM reports
- Patient Safety, JCAHO, National Activity, State Activities
- Future of Patient Safety

Session 2 – Specifically: Regulatory, Professional, and Market Forces Shaping Patient Safety Efforts

July 21 – August 1, 2008 / 2 weeks

Faculty: Kelly Devers, PhD, Associate Professor, Dept. of Health Administration, VCU

- Regulatory environment
- Professional issues
- Market pressures/issues
- Balancing these forces in a single organization

Session 3 - Developing a Comprehensive, Proprietary Patient Safety and Risk Prevention Program (Overview of Project Development & Implementation), Methodology:

August 4 – August 29, 2008/ 4 weeks

Faculty: Deborah S. Mobley, MS, RN, CPHQ, FCN, Adjunct Faculty, School of Nursing, VCU

Dale Harvey, MS, RN, Director, Performance Improvement, VCU Health Systems

- Organization & Design, Methodologies, Indicators & Gauges
- Designs of Patient Safety Research
- Organizational Queries and Project Proposals
- Project Design Structure
- Project Support
- Root Cause Analysis
- 6 Sigma
- Failure Mode Effect Analysis

Session 4 - Developing an Error Reporting System

September 2 – September 13, 2008 / 2 weeks

Faculty: Angela M. Ebel, MSN, PSF 2003, Performance Improvement Specialist at Children's Hospital of the King's Daughters in Norfolk Virginia

- Voluntary vs. Mandatory Reporting Systems
- Paper vs. Web-based Systems
- Eliminating Blame
- Creating Follow-up Techniques
- Developing Physician Buy-in
- Critique of Models Available
- Information Technology and Reporting Systems

Session 5 – Medication Safety

September 15 – October 17, 2008 / 5 weeks

Faculty: Institute of Safe Medication Practices (ISMP)

The first week is assigned for reading course materials.

- Understand where medication errors occur in the medication use system and the role technology may play in error prevention.
- Perform a “safety” test on your pharmacy and/or computerized prescriber order entry system.
- Discuss the impact of organization culture and advance preparation on implementing new technology in an organization.
- Discuss the impact of organizational culture on medication safety
- Discuss the characteristics of a non-punitive culture of safety
- Describe the value of applying medication safety strategies to high alert medications, high-risk patients, and error prone processes.
- Identify methods of improving medication safety through the use of high-leverage strategies including principles of standardization, redundancy, independent double checks, forcing functions and simplification
- Determine the related system breakdowns that result in medication errors

Session 6 - Changing Patterns of Communication within the Healthcare Team

October 20 – November 14, 2008 / 3 weeks

Faculty: Lt. Col. Beth Y. Kohsin, MS, RN, CPHQ, Retired United States Air Force

- Nature of Teams
- Medical Team Management as an Element of Patient Safety
- Human Factors as Barriers to Effective Teamwork
- Ideas for Teambuilding and Integrating Medical Team Management
- Tools in Daily Practice
- Medical Team Management Tools

November 17 – November 29, 2008 / 2 weeks Off / Flex time to work on your projects.

Project proposals are due: November 26, 2008

2 Award recipients will be chosen (see below for more information)

University Closed for Thanksgiving Holiday November 23 -29, 2008

Session 7 - Human Factors Engineering & Use of Technology

(December 1 – December 19, 2008 / 3 weeks)

Faculty: Ben-Tzion Karsh, PhD, Associate Professor, University of Wisconsin

- Human Factors Engineering & Ergonomics
- Human Factors Systems Analysis
- Human Factors on Micro & Macro Level
- Application of Human Factors Engineering to Patient Safety Initiatives
- Human Factors Engineering: Why a part of Patient Safety
- Application of Human Factors Engineering to Patient Safety Initiatives

University Closed for Winter Break December 21, 2008 thru Jan.4, 2009

Section 8 – The Impact of Health Law on Patient Safety Initiatives

January 5 – February 6, 2009 / 5 weeks

Faculty: Karen Swisher, JD, Professor, School of Health Administration, VCU

- Medical Malpractice Suits and Patient Safety Initiatives: What the literature (and not rumors) indicates
- Legal Issues in Peer Review & Credentialing
- Risk Management & Patient Safety: Obtaining Common Goals through Leadership Initiatives
- Informed Consent: A Shared Obligation for Physicians and Patients to promote Safety
- Tort Reform: The Myths that are Promoted and The Truths that are Denied
Clinical Ethics, The Law, and Patient Safety: Learning from Litigation

Session 9 – The Use of Evidence Based Guidelines for Patient Safety

February 9 – February 27, 2009 / 3 weeks

Faculty: Jacqueline Byers, PhD, University of Central Florida

- www.Guidelines.gov
- How Guidelines are used in Other Facilities
- Implementing Guidelines
- Use of Guidelines in Credentialing

Session 10 – Organizational Culture Change: Creating a Culture of Patient Safety

March 2 – March 20, 2009 / 3 weeks

Faculty: Healthcare Performance Improvement, Norfolk VA

- Organization Change Theory
- Learning Culture
- Proactive vs. Reactive Responses to Medical Errors
- Creating Systems that Defy Error
- Developing Your Organization's Philosophy
- Organizational Structure and Tools to Facilitate a Culture of Patient Safety

Session 11 - The Impact of Leadership on Successful Patient Safety Initiatives

March 23 – April 17, 2009 / 4 weeks

Faculty: Randolph T. Barker, Professor School of Business, VCU

- Elements of leadership styles
- How to create vision
- Examples of leadership in the health care industry

Session 12 – Re-engineering with Technology for Quality and Productivity

April 13 – May 1, 2009 / 3 weeks

Faculty: Ramesh K. Shukla, PhD, Professor, Department of Health Administration and Director, Williamson Institute for Healthcare Leadership, VCU

- Trends in Efficiency and Productivity in Healthcare Institutions
- Factors Affecting Performance: Structure vs. People vs. Systems
- Strategic View of Technology as an Enabler
- Re-engineering Clinical Enterprise with Technology for Quality & Productivity

Graduation Ceremonies and Project Presentations are held in combination with the VIPC&S (Virginian's Improving Patient Care & Safety) annual Conference. The Conference will be most likely 5/21/2009. VIPC&S will announce the date in February 2009. For more information visit: www.vipcs.org (conference fee waived for fellows attending)

The Carl Armstrong Award recipient and the Karen Swisher Award recipient will present their projects during the conference in breakout sessions.

The **Carl W. Armstrong Award** is given to one fellow from each graduating class, selected by the teaching faculty, for the project design most likely to promote significant advancements in patient safety. This award was funded by the Department of Health Administration and the Virginians Improving Patient Care & Safety (VIPC&S) in honor of **Dr. Carl Armstrong** (Department Affiliate Faculty), the founding President of VIPC&S. Dr Armstrong's professional roles have included his position as a shared physician executive between the American Hospital Association and the Virginia Hospital & Healthcare Association, where he served as Vice President and Senior Medical Advisor, and his position as State Epidemiologist for the Virginia Department of Health (VDH).

The **Karen Swisher Award** was funded by the VDH, thanks to the foresight, dedication and hard work of **Rene Cabral-Daniels** and **Dr. Robert Stroube**, VDH State Health Commissioner. The award will be given to the fellow who develops the best program to benefit underserved patients.