

University of Iowa Fellows' Quality Improvement Project

By Cari Bermel

What is Quality Improvement?

The Bridge:

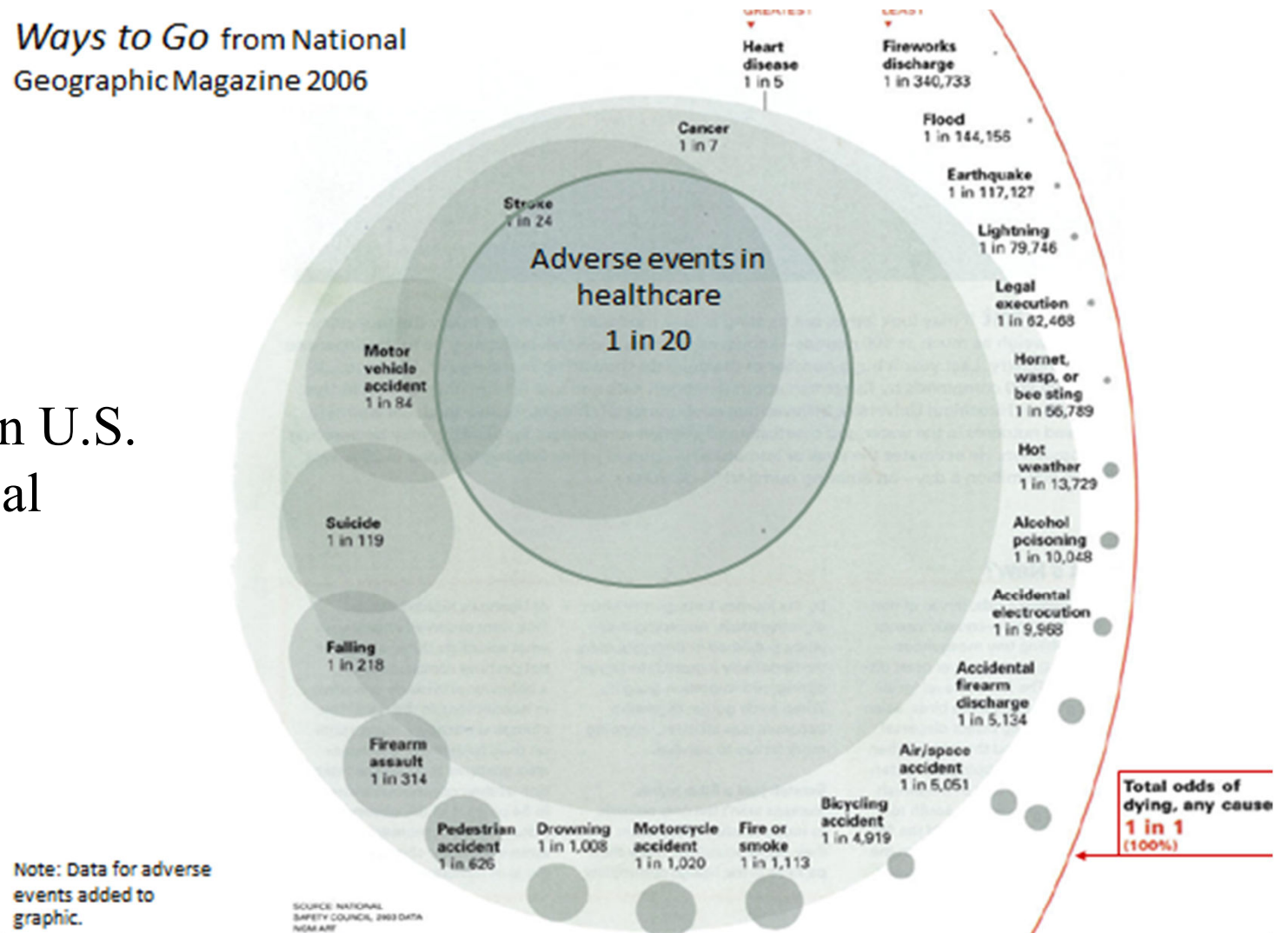
“The combined and unceasing efforts of everyone - healthcare professionals, patients and their families, researchers, payers, planners and educators – to make the changes that will lead to better patient outcomes (health), better system performance (care), and better professional development (learning)”

Why does this matter?

- Our duty and desire to provide high quality, cost effective care in safe manner
- Good for patients, families, caregivers and society
- ACGME requirements
- ABIM recertification
- Pay for performance/Core Measures
- Will be part of your practice

Ways to Go from National Geographic Magazine 2006

44 -98,000
deaths/year in U.S.
due to medical
errors



Goals and Objectives of Fellows Quality Improvement Curriculum

- Systematically review a preventable adverse event
- Identify and analyze system weaknesses or breaches in evidence-based practice contributing to the patient adverse event
- Present findings at a mortality, morbidity, and improvement (MMI) conference.
- Propose prioritized system-based changes to prevent the adverse event from occurring again

6 Modules Delivered in MedHub

The screenshot shows the MedHub Graduate Medical Education portal. The top navigation bar includes links for myHome, Residents, Faculty, Schedules, Procedures, Evaluations, Conferences, Reports, and Help. The user is logged in as 'Welcome, Carl Bernel' and is viewing the 'Internal Medicine - Cardiovascular Disease' section. The left sidebar contains several widgets: 'Urgent Tasks' with a 'Resident Absence Requests' link, a 'Personal Calendar' for March 10-14, 'Announcements' with links to 'Stipends 2016-2017', 'Malpractice Statement', 'Hawk Alert Information', 'Lactation Rooms', 'Tax Transportation', 'Wellness Resources & Seeking Help', and 'Dining Dollars', and a 'Messaging' section. The main content area is titled 'Graduate Medical Education - Portal Channel (Administrator)' and contains sections for 'Survival Tools and Resources', 'Malpractice Statement', 'Parking Update', 'Personal Alarms', 'Wellness Resources & Seeking Help', and 'CultureVision'.

The screenshot shows the 'Learning Modules' page in the MedHub portal. The top navigation bar is identical to the previous screenshot. The page title is 'Learning Modules'. Below the title is a table with the following columns: Module Name, Status, Author(s), Resources (Req), Linked Test, Self Initiated, Total Delivered, and Total Completed. The table lists six modules, each with a status of 'Active' and a 'Self Initiated' status of '--'. The 'Total Delivered' and 'Total Completed' values are also provided for each module. To the right of the table is a 'Learning Functions' sidebar with links for 'View Completed Modules', 'Incomplete Modules', 'Module Delivery History', 'Learning Reports', 'Completed Learning Modules Report', and 'Add Learning Module'.

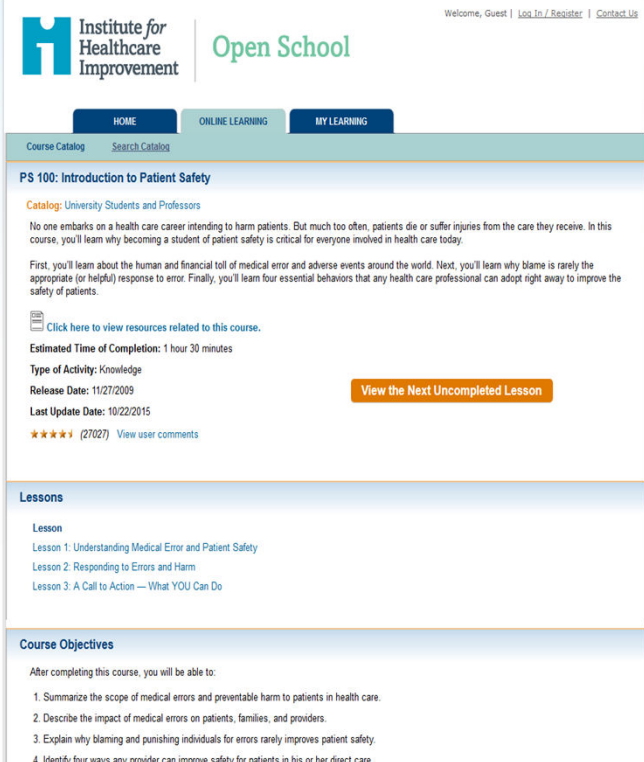
Module Name	Status	Author(s)	Resources (Req)	Linked Test	Self Initiated	Total Delivered	Total Completed
Fellows Curriculum - Module 1: Adverse Events (H&P PS100 is not required, but is available for yo...)	Active	Suneja, Thomas, Johnson, Kamath	3 (3)	FELLOWS CURRICULUM - ASSIGNMENT MODULE 1	--	184	59
Fellows Curriculum - Module 2: Selecting a Case for MW Conference	Active	Suneja, Thomas, Johnson, Kamath	2 (2)	FELLOWS CURRICULUM - ASSIGNMENT MODULE 2	--	181	51
Fellows Curriculum - Module 3: Systems Audit & Root Cause Analysis	Active	Kamath, Johnson, Suneja, Thomas	2 (2)	FELLOWS CURRICULUM - Module 3: Systems Audit & Root Cause Analysis	--	181	47
Fellows Curriculum - Module 4: Flow Mapping and Developing Process Literacy	Active	Kamath, Johnson, Suneja, Thomas	2 (2)	FELLOWS CURRICULUM - ASSIGNMENT MODULE 4	--	181	37
Fellows Curriculum - Module 5: Restructuring Mortality, Morbidity and Improvement Conferences - Focus	Active	Kamath, Johnson, Suneja, Thomas	3 (3)	FELLOWS CURRICULUM - ASSIGNMENT MODULE 5	--	181	26
Fellows Curriculum - Module 6: Model for Improvement	Active	Johnson, Kamath, Suneja, Thomas	2 (2)	FELLOWS CURRICULUM - ASSIGNMENT MODULE 6	--	181	27
Introduction and Overview - Fellows' Quality Improvement Learning Modules	Active	(none)	2 (0)	(none)	--	58	14

medhub

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Module 1: Adverse Events

- PowerPoint with adverse event facts
- 3 IHI Modules
 - Introduction to Patient Safety
 - Fundamentals of Patient Safety
 - Human Factors and Safety



The screenshot shows the IHI Open School website. At the top, there's a header with the IHI logo, "Institute for Healthcare Improvement", and "Open School". Navigation tabs include "HOME", "ONLINE LEARNING", and "MY LEARNING". Below this, a "Course Catalog" section is visible. The main content area displays details for "PS 100: Introduction to Patient Safety". It includes a description of the course, its estimated completion time (1 hour 30 minutes), release date (11/27/2009), and last update date (10/22/2015). A button labeled "View the Next Uncompleted Lesson" is present. Below the course details, there's a "Lessons" section listing three lessons: "Lesson 1: Understanding Medical Error and Patient Safety", "Lesson 2: Responding to Errors and Harm", and "Lesson 3: A Call to Action — What YOU Can Do". At the bottom, a "Course Objectives" section lists four objectives related to summarizing medical errors, describing their impact, explaining why blaming individuals is ineffective, and identifying ways to improve safety.

Module 2: Identifying the Quality Gap

- PowerPoint for Selecting a case for MMI conference
- Article titled *“Developing and Deploying a Patient Safety Program in a Large Health Care Delivery System: You Can’t Fix What You Don’t Know About”*

Module 3: Systems Audit & Root Cause Analysis

- PowerPoint discussing Systems Audit and Root Cause Analysis
- IHI Module: Root Cause and System Analysis
- Fellows are encouraged to talk to colleagues about preventable adverse events
- Pick one case to present at Future MMI conference
- Root Cause Analysis
 - “Process for identifying contributing/casual factors that underlie variations in performance associated with **adverse events** or **close calls**”

Module 4: Flow Mapping and Developing Process Literacy

- PowerPoint discussing process mapping
- Article titled *“Process mapping the patient journey: an introduction”*

Module 5: Restructuring Mortality, Morbidity, and Improvement conferences: Focus on system based issues

- PowerPoint discussing curriculum for this module
- IHI Module
 - Introduction to the Culture of Safety
- Abstract titled *“Transforming the Morbidity and Mortality Conference into an Instrument for Systemwide Improvement”*

Module 6: Model for Improvement

- Model for Improvement PowerPoint
- IHI Module
 - The Model for Improvement: Your Engine for Change

What happens when fellows complete the modules?



- Department looks at list of adverse events and program directors are asked to discuss the adverse events with fellows

Questions?