

Patient Safety Curriculum

Module II Practical Approaches to Patient Safety

Medication Safety, Systems and Communication

Workshop Leaders Guide

Introduction to Module II
Medication Safety, Systems and Communication**NOTE TO INSTRUCTOR:**

This module is designed to support a lecture presentation and group discussion. It contains 31 PowerPoint slides and a suggested script suitable for presentation as is, or with your own adaptations. You should customize your presentation based on your audience's educational needs and on your own experience with patient safety topics as reflected in this module.

Learning Objectives

Upon completion of this module, participants should be able to

1. State the four different types of medication errors.
2. Identify the common causes of medication errors.
3. Apply practical recommendations for reducing the risk of prescribing errors.
4. Discuss methods for risk reduction in situations where a patient's diagnostic or medical history information is missing from the medical record at your disposal.
5. Recognize methods for reducing the risk of errors related to patient tracking and follow-up.
6. Describe the benefits and limitations of Computerized Physician Order Entry (CPOE) systems.
7. Describe the benefits and limitations of electronic tracking systems (e.g., hand-held systems) for medical record-keeping.
8. Recognize at least four transcultural issues that add complexity to caring for a culturally diverse patient population.

Presentation Outline

Topic	Slide #
1. Introduction.....	1 – 2
2. Types and Common Causes of Medication Errors	3 – 9
3. Solutions for Look-alike or Sound-alike Names.....	10 – 11
4. Danger of Handwritten Prescriptions	12
5. Risk Reduction for Prescriptions	13 – 15
6. Systems & Communication: Tracking and Follow-up.....	16 – 19
7. Systems & Communication: Electronic Medical Records & Tracking Systems	20 – 21
8. Systems & Communication: Communication Skills.....	22 – 23
9. Systems & Communication: Transcultural Issues	24 – 30
10. Conclusion	31

Guidelines for Presentation and Discussion

This module is designed to support a lecture presentation and discussion for residents and practicing physicians. It focuses on strategies for error reduction in three aspects of clinical practice: prescription safety, tracking systems and follow-up, and transcultural communications. The instructional guidelines include prompts for group discussion of ways to enhance factors that help to assure patient safety and overcome hindrances to patient safety.

Make sure that the following resources are available and in working order for this session:

- the CD-ROM containing the PowerPoint slide presentation of Module II
- hardware necessary for displaying the slides
- a flipchart and markers for noting comments during your question and answer sessions
- handouts for each participant (*be sure to bring enough copies of the forms*)
 - an attitude survey (*distribute before the session*)
 - a presentation evaluation form (*distribute after the session*)

You should give participants an opportunity to discuss how the information you present relates to situations they see in their own practices. Use the flipchart for noting the participants' remarks and suggestions for safety improvements.

Evaluation Forms

On the next two pages are forms for the participants to complete when they attend the curriculum and want to obtain CME credit (1.0 hour for Module II).

Attitude Survey

This anonymous survey is meant to assess the participants' attitudes toward issues in patient safety improvement. Participants should complete this survey before the session. If you have the opportunity to review the completed surveys before the session, you can tailor your presentation to address key issues revealed in the surveys. Keep in mind that patient safety improvement and medical errors are sensitive subjects that some participants may be reluctant to discuss. Remind participants that the purpose of this curriculum is not to complain or point fingers, but to explore opportunities and global strategies for the improvement of patient safety.

Presentation Evaluation Form

This anonymous evaluation form gives participants an instrument to rate the presentation with regard to its ability to provide new knowledge and skills, its relevance to clinical practice, and its overall educational value. It also includes queries regarding participants' suggestions for improvement and other comments.

Attitude Survey

(Each participant should complete this survey before the session, after the session if necessary.)

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1. Physicians should participate in medication safety programs.	1	2	3	4	5	6
2. Medication errors happen in hospitals, not in ambulatory care.	1	2	3	4	5	6
3. Physicians have no influence on the risk of medication errors that happen when patients are at home.	1	2	3	4	5	6
4. The benefits of Computerized Physician Order Entry (CPOE) systems outweigh the barriers to their adoption.	1	2	3	4	5	6
5. I use or plan to use a computer-based prescribing system in my practice.	1	2	3	4	5	6
6. Medication safety initiatives underway on a national or local level will have a significant impact on my practice.	1	2	3	4	5	6
7. The facility(ies) in which I have privileges use effective and reliable tracking systems.	1	2	3	4	5	6
8. Transcultural communications is a major issue in my practice.	1	2	3	4	5	6

Presentation Evaluation Form

(to be completed after the session)

Please rate this presentation in terms of its ability to provide you with the following:

Scale: 1 = needs a lot of improvement 2 = Needs some improvement 3 = Okay 4 = Good 5 = Very good 6 = Exceptional

	1	2	3	4	5	6
A. Knowledge of...						
forces driving initiatives to improve medication safety	1	2	3	4	5	6
medication safety initiatives underway nationally or locally	1	2	3	4	5	6
forces driving initiatives to improve tracking and follow-up	1	2	3	4	5	6
forces driving the adoption of electronic medical record-keeping systems	1	2	3	4	5	6
B. Clinical relevance...						
raised issues that I have seen in practice	1	2	3	4	5	6
focused on an important topic likely to affect my practice	1	2	3	4	5	6
provided me with new knowledge or skills	1	2	3	4	5	6
provided practical suggestions I can apply in my practice	1	2	3	4	5	6

How would you rate the overall value of this session? (circle one)

Poor Fair Okay Good Very Good Excellent

Comments and suggestions for improvement:
