

## Curriculum Overview: UVA 3-Year “Creating a Culture of Safety” Interprofessional PSQI Program- HRSA ANE Grant D09HP26942

SESSION TYPE	TITLE	LEARNING OBJECTIVES
DNP Brownbag Seminar	Introduction to the “Creating a Culture of Safety” program	<ul style="list-style-type: none"> <li>Describe the ANE grant overview and objectives</li> <li>Identify the grant investigators and instructors</li> <li>Describe the background and motivations of the other BSN-DNP students participating in the grant</li> <li>Discuss own goals and objectives for the grant curriculum</li> </ul>
DNP Brownbag Seminar	Introduction to Patient Safety and Quality Improvement	<ul style="list-style-type: none"> <li>Define healthcare quality and describe the aims of the IHI</li> <li>Identify key quality indicators</li> <li>Describe factors that influence quality of care</li> <li>Discuss approaches toward improving safety and care quality</li> </ul>
DNP/ Resident PSQI Workshop	Human Factors and Systems Thinking	<ul style="list-style-type: none"> <li>Describe the science of human factors and its relevance for quality and safety</li> <li>Understand how human factors and different perspectives/priorities of members of the team can promote medical error</li> <li>Define key terms in complex systems including feedback loops, delays, interdependence and emergence</li> <li>Describe how complex systems generate performance variability and defects</li> <li>Be able to apply principles of human factors, systems thinking and complex systems to team-based quality and patient safety improvement</li> </ul>
DNP Brownbag Seminar	Introduction to Interprofessional Teamwork	<ul style="list-style-type: none"> <li>Identify key characteristics and competencies for collaboration</li> <li>Discuss how effective interprofessional (collaborative) practice improves patient outcomes and provider effectiveness</li> <li>Describe barriers to collaboration and techniques for overcoming</li> </ul>
DNP/ Resident PSQI Workshop	Patient Safety, Error Disclosure and Peer Support	<ul style="list-style-type: none"> <li>Identify and demonstrate the elements of an ideal medical error disclosure</li> <li>Understand the power of the words “I am sorry” in a disclosure conversation</li> <li>Demonstrate the ask-tell-ask methodology in a disclosure conversation</li> <li>Identify and avoid common pitfalls in error disclosure</li> <li>Understand and experience the ways that emotions affect disclosure conversations and identify ways to mitigate negative effects of these emotions</li> <li>Identify available resources for team member and peer support surrounding a significant adverse event</li> <li>Place the interests of patients at the center of IP health care delivery.</li> <li>Demonstrate high standards of ethical conduct in team-based care.</li> <li>Act with honesty and integrity in relationships with patients, families, and other team members</li> </ul>

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Expert Speaker Session	Graduate IPE (Les Hall MD)	<ul style="list-style-type: none"> <li>Describe the benefits of graduate education for team practice</li> <li>Discuss mechanisms for overcoming barriers to graduate IPE</li> </ul>
IP Simulation	No Room for Error	<ul style="list-style-type: none"> <li>Work in inter-professional teams to identify real and potential patient safety concerns for a veteran with multiple chronic conditions in a simulated setting</li> <li>Identify strengths, deficiencies and limits in one’s expertise</li> <li>Describe the contribution of other health professionals to safety</li> <li>Discuss the role of teams in improving patient safety and healthcare quality</li> </ul>
DNP Brownbag Seminar	Relational Factors in Teamwork	<ul style="list-style-type: none"> <li>Describe roles of meaning and relationships in job satisfaction</li> <li>Explain the role of assumption on how we interpret events</li> <li>Introduce a model of resilience</li> </ul>
DNP Brownbag Seminar	UVA BeSafe Training 1 & 2	<ul style="list-style-type: none"> <li>Describe UVA BeSafe goals and structure</li> <li>Discuss Team Member and Unit Based Leader responsibilities</li> <li>Use Problem solving tools (A3)</li> </ul>
DNP/ Resident PSQI Workshop	RCA, Error Reporting & Response	<ul style="list-style-type: none"> <li>Describe the classification of medical errors and be able to distinguish active and latent errors</li> <li>Understand the role of root cause analysis in preventing errors</li> <li>Be able to identify key steps in an error analysis</li> <li>Be able to complete an error report</li> <li>Identify three ways to capture errors that occur in a system of care</li> <li>Describe hindsight bias and its effect on error analysis</li> <li>Describe how to use human factors knowledge to address human error</li> <li>Engage other health professionals in shared patient-centered problem-solving.</li> <li>Use process improvement strategies to increase the effectiveness of interprofessional teamwork and team-based care</li> </ul>
DNP Brownbag Seminar	Wisdom and Team Based Care	<ul style="list-style-type: none"> <li>Define wisdom in healthcare</li> <li>Describe the role of wisdom in team-based care</li> <li>Discuss how wisdom reduces error and improves quality</li> </ul>

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DNP Brownbag Seminar	The VCU Complex Care Clinic	<ul style="list-style-type: none"> <li>Describe challenges and potential successes in caring for patients with multiple chronic conditions including veterans</li> <li>Identify the systems approach used by the VCU Complex Care Clinic in managing patients with Multiple Chronic Conditions</li> </ul>
DNP/ Resident PSQI Workshop	Variation, Run & Control Charts	<ul style="list-style-type: none"> <li>Recognize the implications of variation in clinical practice</li> <li>Be able to interpret run charts to analyze system performance over time</li> <li>Be able to create a simple run chart to show performance of a</li> <li>Be able to interpret control charts to analyze system performance over time</li> <li>Choose effective communication tools and techniques, including information systems and communication technologies, to facilitate discussions and interactions that enhance team function.</li> <li>Use process improvement strategies to increase interprofessional teamwork Use available evidence to inform effective teamwork and team-based practices</li> </ul>
Expert Speaker Session	Culture and Team Communication (Paul Haidet MD)	<ul style="list-style-type: none"> <li>Describe some of the differences in professional cultures</li> <li>Discuss some ways that cultural differences affect interprofessional education and practice</li> <li>Apply new knowledge about professional cultures to interprofessional education activities</li> </ul>
DNP Brownbag Seminar	Business Case for Team-Based Patient Safety and Quality Improvement	<ul style="list-style-type: none"> <li>Discuss the similarities and differences in priorities between administrators and clinicians.</li> <li>Describe how a strong business case help make lasting changes</li> <li>Identify steps in making a business case for your PSQI project</li> </ul>
DNP Brownbag Seminar	Ethics and the Care of the Veteran	<ul style="list-style-type: none"> <li>Discuss common ethical challenges in the care of veterans</li> <li>Describe the essential elements for delivering ethical care</li> <li>Identify resources for ethical consultation</li> </ul>
IP Simulation	Team-Based Rapid Response	<ul style="list-style-type: none"> <li>Perform team-based rapid and accurate analysis of life-threatening conditions</li> <li>Engage in clear communication with other members of the team</li> <li>Describe specific roles in rapid response scenarios</li> <li>Apply team-based interventions to a variety of scenarios</li> </ul>

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DNP/ Resident PSQI Workshop	Pain Management	<ul style="list-style-type: none"> <li>Understand the “long view” on pain management</li> <li>Be able to incorporate public health perspective in patient discussion</li> <li>Communicate effectively when refusing or agreeing to a drug request</li> <li>Describe assessment tools for opioid risk and monitoring safe use of opioids</li> <li>Use available evidence to inform effective teamwork and team-based practices.</li> <li>Engage other health professionals in shared patient-centered problem-solving.</li> </ul>
DNP Brownbag Seminar	Interprofessional PSQI: The IHI Steps 1-3	<ul style="list-style-type: none"> <li>Apply the PDSA approach to PSQI project planning</li> <li>Discuss principles for forming an effective PSQI team</li> <li>Identify appropriate measures for PSQI project planning</li> <li>Apply knowledge of aims, team building, and outcome measures to a faux team-based PSQI project</li> </ul>
Expert Speaker Session	IPE Research Techniques (Scott Reeves PhD)	<ul style="list-style-type: none"> <li>Describe principles of IPE research and scholarship</li> <li>Apply IPE research principles to PSQI project development</li> </ul>
DNP Brownbag Seminar	Team Leadership	<ul style="list-style-type: none"> <li>Describe the role of the interprofessional team leader</li> <li>Discuss the qualities, skills and behaviors necessary for effective IP team leadership</li> </ul>
DNP Brownbag Seminar	Crucial Conversations	<ul style="list-style-type: none"> <li>Describe insights, perspectives, techniques, and processes necessary for engaging in effective crucial conversations</li> <li>Apply crucial conversation principles to PSQI projects</li> </ul>
DNP Brownbag Seminar	Change Management	<ul style="list-style-type: none"> <li>Describe Kotter’s steps to change management</li> <li>Apply change management principles to PSQI projects</li> </ul>
DNP/ Resident PSQI Workshop	Chronic Care Model	<ul style="list-style-type: none"> <li>Identify differences in management needs for chronic versus acute illnesses</li> <li>Describe the six components of the Chronic care Model (CCM)</li> <li>Demonstrate how each CCM component affects the ability to help patients manage their chronic illness</li> <li>Appreciate how interprofessional approaches to care enhance outcomes</li> <li>Apply systems-based learning principles to patient with chronic illness</li> </ul>

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SESSION TYPE	TITLE	LEARNING OBJECTIVES
IP Simulation	Rounding With Heart	<ul style="list-style-type: none"> <li>Perform the ACNP role during interprofessional bedside rounds</li> <li>Describe the role of the other professionals during IP rounds</li> <li>Discuss the patient-centeredness of IP bedside rounds</li> <li>Describe some pearls and pitfalls of interprofessional rounding</li> </ul>
Expert Speaker Session	IP Care for Veterans with Multiple Chronic Conditions (Malcolm Cox, MD)	<ul style="list-style-type: none"> <li>Identify the special needs of veterans with MCC</li> <li>Describe the VA approach to team training</li> <li>Discuss the April 2015 IOM report on the Impact of IPE</li> </ul>
DNP Brownbag Seminar	Interprofessional PSQI: The IHI Steps 4-7	<ul style="list-style-type: none"> <li>Discuss concepts in change for improvement</li> <li>Identify techniques for implementing and spreading changes</li> <li>Apply knowledge of change improvement, testing, implementation and spread to a faux IP PSQI project</li> </ul>
DNP/ Resident PSQI Workshop	Health Disparities	<ul style="list-style-type: none"> <li>Discuss how different federal and international groups define health disparities and health equity</li> <li>Argue whether or not social factors contribute to health and health disparities</li> <li>Describe the social determinants of health from a US perspective</li> <li>Discuss their personal Implicit Association Test results</li> <li>Describe evidence that links implicit bias to health outcomes of different patient populations</li> </ul>
DNP Brownbag Seminar	Telehealth	<ul style="list-style-type: none"> <li>Describe the basic principles for the use of telehealth</li> <li>Discuss the wide variety of applications for telehealth</li> <li>Identify opportunities for QI projects involving telehealth</li> </ul>
IP Simulation	Interprofessional Handoffs	<ul style="list-style-type: none"> <li>Appropriately assess a combat veteran with suicidal ideation</li> <li>Engage in effective handoff communication to enhance quality and safety of patient transfer between care providers from other professions &amp; across the care continuum</li> <li>Include the essential elements needed for effective handoffs using the IDEAL tool</li> </ul>
DNP/ Resident	Healthcare Payment Models	<ul style="list-style-type: none"> <li>Understand how decisions health care professionals and patients may influence costs of care for patients and society and the income for physicians</li> <li>Describe concept of value in health care and factors that lead physicians to provide care of greater or lesser value</li> </ul>

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SESSION TYPE	TITLE	LEARNING OBJECTIVES
PSQI Workshop		<ul style="list-style-type: none"> <li>Understand the different payer methods</li> <li>Describe the impact of different payer mechanisms on practice and decisions</li> <li>Describe the tools and criteria that insurers use to influence health care</li> <li>Become familiar with ethical conflicts inherent in fee for service Understand how the ACA affects physician payment and health delivery models</li> </ul>
Expert Speaker Session	IPE at the National Level (Barbara Brandt, PhD)	<ul style="list-style-type: none"> <li>Describe the history of IPE at the national level</li> <li>Discuss the national agenda for IPE and IP research</li> </ul>
DNP Project Development Workshop	#1 Managing References	<ul style="list-style-type: none"> <li>Use Refworks to organize your articles</li> <li>Explore new application to enhance literature searches</li> <li>Develop your research question and literature search topic</li> </ul>
DNP/ Resident PSQI Workshop	Motivational Interviewing	<ul style="list-style-type: none"> <li>Appreciate the roles of providers and patients play in acute and chronic care</li> <li>Become familiar iwrt two theoretical frameworks for behavior change: stages of change and decisional balance</li> <li>Understand the concept of motivational interviewing</li> <li>Gain experience using motivational interviewing techniques to assist patient to change chronic illness-associated behaviors</li> </ul>
DNP Project Development Workshop	#2 Project Aims	<ul style="list-style-type: none"> <li>Writing your clear and measurable research question and specific aims</li> </ul>
Expert Speaker Session	IPE Research and Practice (Brenda Zierler, RN PhD)	<ul style="list-style-type: none"> <li>Describe the history of IPE at the national level</li> <li>Discuss the national agenda for IPE and IP research</li> </ul>
DNP Project Development Workshop	#3 Planning your methods	<ul style="list-style-type: none"> <li>Apply IHI steps and seminar content to project development</li> <li>Identify key team members for project development</li> <li>Describe your methodology</li> </ul>

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DNP Project Development Workshop	#4 Outcomes Measures and Tools	<ul style="list-style-type: none"> <li>Identify your outcomes measures and tools</li> <li>Proposal writing</li> </ul>
DNP/ Resident PSQI Workshop	Palliative Care	<ul style="list-style-type: none"> <li>Describe the illness trajectory and most common causes of death in adults</li> <li>Describe resources available to care for people as they approach the end of life</li> <li>Be able to describe and use tools for prognostication of terminal illness</li> <li>Become familiar with methods of improved communication with patients, families and the healthcare team related to end of life care including interprofessional family meetings for goals of care</li> </ul>
DNP Project Development Workshop	#5 Working Through Barriers	<ul style="list-style-type: none"> <li>Working through barriers</li> <li>Pearls for success</li> </ul>
DNP Project Development Workshop	#6 Integrating Qualitative Methods into QI	<ul style="list-style-type: none"> <li>Discuss the value of qualitative methods to the DNP project</li> <li>Describe the challenges inherent in qualitative methodology</li> <li>Identify opportunities for QI projects involving qualitative methods</li> </ul>
Expert Speaker Session	IP for Research in the Military (Marla DeJong, RN PhD)	<ul style="list-style-type: none"> <li>Describe the history of IPE at the national level</li> <li>Discuss the national agenda for IPE and IP research</li> </ul>
DNP Project Development Workshop	#7 Analyzing Results and Statistics	<ul style="list-style-type: none"> <li>Analyzing results</li> <li>Statistical methods</li> </ul>
DNP Project Development Workshop	#8 Discussion and Conclusions	<ul style="list-style-type: none"> <li>Writing your Discussion &amp; Conclusions in ways that tell the story</li> </ul>
DNP/ Resident PSQI Workshop	Medication Safety	<ul style="list-style-type: none"> <li>Map the medication delivery process (prescribing through patient self-management) to identify potential safety hazards and opportunities for improvement</li> <li>Describe available medication safety systems that promote safe care including CPOE (computerized physician order entry), CDS (clinical decision support), and the role of the clinical pharmacist</li> </ul>

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SESSION TYPE	TITLE	LEARNING OBJECTIVES
		<ul style="list-style-type: none"> <li>▪ Describe use of clinical decision support (CDS) tools in medication prescribing</li> <li>▪ Identify systems that support drug safety monitoring</li> <li>▪ Identify high-risk drugs and strategies to prevent harm related to their use</li> </ul>
DNP Project Development Workshop	#9 Presenting your Project	<ul style="list-style-type: none"> <li>▪ Key steps in writing your final paper</li> <li>▪ Presenting your project – less is more powerpoints</li> </ul>
DNP Project Development Workshop	#10 Creating a Poster	<ul style="list-style-type: none"> <li>▪ Creating a Poster</li> <li>▪ Wrapping up the program</li> </ul>

