

## UVA Center for ASPIRE “Creating a Culture of Safety” IP PSQI Program: HRSA ANE Grant D09HP26942

<b>Activity Exemplar</b>	<b>DNP/RESIDENT PSQI WORKSHOP: Patient Safety, Error Disclosure and Peer Support</b>	<b>Total Time: 120 minutes</b>
<b>Instructor</b>	<b>Peggy Plews Ogan MD, MS, FNP</b> ; Associate Professor of Medicine; Chief, Division of General Medicine, Geriatrics and Palliative Medicine	
<b>Learning Objectives</b>	<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 with patients, families, and other team members.</li> </ul>	
<b>Planning Notes</b>	<ul style="list-style-type: none"> <li>▪ Divide residents into 4 separate sessions and match with 2 DNP students</li> <li>▪ Prepare a brief (20 minute) PowerPoint presentation describing the basic elements of an ideal medical error disclosure process</li> <li>▪ Set up the room for the learners to work in groups of three, then come back together for discussion</li> <li>▪ Write a case study that includes a difficult interprofessional medical error that must be disclosed to a patient and his/her family</li> <li>▪ Have one resident and one DNP student role play an interprofessional error disclosure based on the case study to the third learner in the group using the ask-tell-ask methodology.</li> <li>▪ Create a debriefing outline for larger group discussion</li> <li>▪ Distribute a resource list for peer support around an adverse event</li> <li>▪ Distribute evaluation forms</li> </ul>	
<b>Session Materials</b>	<ul style="list-style-type: none"> <li>▪ Powerpoint</li> <li>▪ Case Study</li> <li>▪ Debriefing guide</li> <li>▪ Evaluation form</li> </ul>	
<b>Student Comments</b>	<p><i>“This was a very valuable lecture for our training. It was nice to work with nurses and practice an integrated disclosure.”</i></p> <p><i>“It was important to learn the power of ‘I’m sorry’ and a support group for us.”</i></p> <p><i>“It was good to role play scenarios with residents &amp; practice patient interactions concealing errors.”</i></p> <p><i>“The practical exercise reinforced the need to practice disclosures/difficulty in disclosures.”</i></p> <p><i>“This scenario helped demonstrate the importance of developing a team prior to addressing and error &amp; discussing it with a patient &amp; their family. This provides time for the team to develop a plan &amp; address any team issues prior to meeting patient &amp; family.”</i></p>	
<b>Lessons Learned</b>	<ul style="list-style-type: none"> <li>▪ Incorporate greater nurse examples and involvement; it would benefit everyone if more of the nursing perspective was given</li> <li>▪ More time to do scenarios - longer or more sessions only to practice each aspect</li> <li>▪ Better describe physician vs nurse role in disclosure process</li> </ul>	

