

West Virginia University School of Public Health
Graduate Medical Education Policy on Patient Safety
(CPR VI.A.1.a) (IR III.B.1)

The WVU School of Public Health understands the importance of reliable, consistent and safe patient care. We are committed to a just culture of safety in which employees are encouraged to come forward when they or others make mistakes, allowing us the opportunity to improve the care we deliver and prevent potential errors.

Our plan is designed to improve patient safety, reduce the risk to our patients and decrease medical errors. We accomplish this by:

- Reporting errors
 - Faculty, staff and residents, yearly, review how to complete a Patient Safety Net: Event Report <http://nt-psn/Datix/Live/index.php>
- Continuously improving our care delivery processes to reduce and prevent errors
 - Scheduling patients only with faculty physicians, to minimize transitions and maximize continuity of care
- Education
 - Residents and core faculty are required to complete online modules through the Institute for Healthcare Improvement (IHI)
 - <http://www.ihl.org/education/webtraining/Pages/default.aspx>
 - Year 1 - Basic
 - PS 101: Introduction to Patient Safety
 - Lesson 1 Understanding Medical Error and Patient Safety
 - Lesson: Responding to Errors and Harm
 - Lesson 3: A Call to Action - What YOU Can Do
 - PS 102: From Error to Harm
 - Lesson 1: The Swiss Cheese Model
 - Lesson 2: Understanding Unsafe Acts
 - Lesson 3: A Closer Look at Harm
 - PS 103: Human Factors and Safety
 - Lesson 1: Understanding the Science of Human Factors
 - PS 104: Teamwork and Communication in a Culture of Safety
 - Lesson 1: Why are teamwork and communication important?
 - Lesson 2: How can you contribute to a culture of safety?
 - Lesson 3: Basic tools and techniques for effective communication
 - PS 105: Responding to Adverse Events
 - Lesson 1: Responding to an adverse Event: a step-by-step approach

- Lesson 2: When and how to apologize to patients
 - Lesson 3: The impact of adverse events on caregivers: the Second Victim
 - Lesson 4: Learning From Errors through Root Cause Analysis
- Year 2 – Advanced
- PS 202: Building A Culture of Safety
 - Lesson 1: leading Health Systems Through Adverse Events
 - Lesson 2: What does a culture of safety look like?
 - Lesson 3: Tactics for leading Cultural Change
- Survey:
 - WVU Medicine conducts an annual patient survey of our employees to determine opportunities to improve safety in our facility
- Flu Vaccine:
 - Every physician, resident and staff is mandated to have an influenza immunization in an effort to protect employees, patients and visitors against the disease
- MyChart:
 - Encourage patients to check their medical records at home by using MyChart <https://mywvuchart.com/MyChart/>
- Electronic Medical Record:
 - Physicians and staff have immediate access to a patient's medical records, prescriptions and lab results
- Hand Hygiene:
 - Alcohol-based hand sanitizers are around our facilities to protect the health of patients, visitors and employees
- Attending physicians are immediately available either on site or by phone for all residents and staff

Approved by GMEC July 17, 2018