QUALITY IMPROVEMENT AND PATIENT SAFETY

The University of Tennessee College of Medicine Chattanooga, in accordance with the Institutional Requirements of the Accreditation Council for Graduate Medical Education (ACGME), requires each Program to conduct a review of complications and deaths on a regular basis. Programs must involve Residents in these activities and must ensure that Residents participate in Departmental and hospital committees regarding quality improvement activities.

Programs must report Resident quality improvement and patient safety activities in their annual Program reviews and submit to the GMEC and DIO. The listing of quality improvement and patient safety activities should include Resident appointments to Departmental and hospital committees, quality improvement projects, etc.

In addition, the Chattanooga Campus has established an Institute for Healthcare Improvement (IHI) Open School Chapter for all UT Medical Students, Residents, Fellows, and Erlanger staff who are interested in quality improvement and patient safety. Currently, the Open School Chapter meets at least 10 times each year (typically the first Tuesday of each month) from 5 – 6 PM in the POB Conference Room to learn about conducting QI and Patient Safety projects as well as how to identify problems, conduct a root cause analysis, etc.

The leadership of the Chattanooga Campus and Erlanger believe that the IHI Open School Chapter and its Curriculum for Patient Safety and Quality Improvement education will be important components of our educational process as we work to meet new accreditation for the ACGME Next Accreditation System. We have an agenda that will move quickly and conclude the meeting by 6 PM, and we hope to have interactive discussion about how residents and faculty can access the IHI Open School curriculum modules, and we will discuss concepts from each module at each monthly meeting. We will have brief presentations by residents and faculty from each department on a rotating basis. To register or login to the IHI website to access online modules and resources, go to: [https://www.ihi.org/_layouts/ihi/login/login.aspx](https://www.ihi.org/_layouts/ihi/login/login.aspx).

Step by step instructions for faculty, residents, and medical students to take register and take the online modules without charge are made available to each of these groups. Instructions for registering and taking the online modules at no charge have also been made available to Erlanger staff.

A list of all IHI Online Courses is available on the IHI website: [www.ihi.org](http://www.ihi.org). The direct link for the available online courses is at: [http://www.ihi.org/offerings/IHIOpenSchool/Courses/Pages/default.aspx](http://www.ihi.org/offerings/IHIOpenSchool/Courses/Pages/default.aspx).

Erlanger’s Clinical Quality Improvement and Patient Safety leaders have made available “catalogs” of ongoing projects and initiatives that are available if you want to be part of a QII or Patient Safety project and whom to contact for more information.
At each meeting a particular module will be reviewed and presented with real scenarios by different departments.

In addition to residents, fellows, medical students, and faculty, the Open School includes the Erlanger Chief Executive Officer, Erlanger Chief Medical Officer, Erlanger Chief Nursing Officer, Erlanger Safety Officer, and Erlanger Chief Quality Improvement Officer will be able to attend the meetings as well as their staff who work on these initiatives. All faculty, residents, fellows, and medical students are also invited. **Remember that Dean Seaberg is requiring that at least one faculty member and one resident representative attend from each of our UTCOM Departments.**

Meeting dates and times may be changed for 2015-2016, but that will be communicated to all residents and departments as soon as decisions are made.

In May 2014, the IHI Open School leadership established an Annual Patient Safety/Quality Improvement Day during which posters and oral presentations can be presented and judged, similar to the Annual Research Week to highlight scholarly activity.

We need Erlanger Nursing leadership, CQI/Patient Safety leaders, Medical Staff leadership, and interested staff and administrators to join us. Discussion will include background information about the IHI Open School concept and how to utilize the online educational modules available through the IHI website. Faculty and resident leaders are being selected to steer this process. Dinner will be provided at the beginning of the meeting. An active IHI Open School Chapter and its related activities and education will assist our campus in better preparing medical students, residents, and faculty to provide quality, safe, and compassionate patient care – areas which also must be addressed to meet more stringent accreditation requirements established by the ACGME and its New Accreditation System (NAS) and Clinical Learning Environment Reviews (institutional CLER site visits).

The IHI Open School for Health Professions is an inter-professional educational community that gives healthcare students, residents, faculty, and hospital healthcare staff skills to become change agents in health care improvement. Skills include quality improvement, patient safety, teamwork, leadership, and patient-centered care. Employers are looking for these skills, and patients expect providers to have them. We recognize that many medical schools and other health professions schools barely touch on these topics. The IHI has created the Open School to help us find innovative ways to teach these skills and promote discussion about these topics among healthcare professionals. Hopefully, as you participate, you can think of the IHI Open School as the “other school” — an educational community that’s free and open no matter where they are. There are no applications, no admissions requirements, and no dues for residents and medical students.

*Reviewed and approved by the GMEC, 2/22/2011.*

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