

69 Curricular Design to Engage Residents in Institutional Quality/Safety Initiatives

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Introduction/Background: A component of the ACGME and ABEM Milestone Project requires assessment of resident knowledge and activity regarding patient safety (SBP1). Specifically, level 4 achievement suggests participation in an institutional process improvement plan.

Educational Objective: Increase resident exposure to institutional quality and safety department and gain an understanding of the process by participating in a quality improvement project.

Curricular Design: Residents had a two-part lecture presentation given by the hospital's Quality and Safety Department (QSD). The first part was a one-hour presentation which introduced the residents to the goals of the department, the measurement of quality (specifically ED metrics), and the method of reporting and addressing patient quality and patient safety improvement (PSQI). At the end, residents were given a simple assignment of completing an online PSQI from their work environment. The second hour, given 1 month later, reviewed examples of the resident-submitted PSQIs and outcomes of their PSQI investigations were presented. Third year residents were then asked to choose a QI project based on the submissions or to participate in a Kaizen event in the ED. Assessment of the method is via feedback from all participants including the members of the QSD and the residents themselves. The Clinical Competence Committee will then also provide feedback to the residents. Resources needed include an interested person in the institution's quality and safety department to give the lecture presentation, and also willing physicians/persons in ED to work with the residents on their QI projects. Initial difficulties included overcoming resident reluctance to report adverse events via the PSQI system due to an ingrained reluctance to actually report in writing.

Impact: Patient quality and safety is becoming ever more important at every institution and early engagement during residency is a necessary component of education.