SYSTEM BASED ERRORS PROJECT

Level of Training
PG2, PG3 (Practice Management)

Preceptor
Ronald Machado, M.D.

Location of Rotation
Family Medicine Center

Method of Instruction
Didactic, Group Discussion, Task Assignments, Data Review and Analysis

Description of Instruction

During a didactic lecture covering medical errors, residents will be asked to critically evaluate the FM Residency Practice for “system errors” or problems that have been recognized during their training. Residents will be given some examples of previously identified errors and what has been done to improve or correct them. The residents will develop a project that addresses a relevant system problem or error within the Family Medicine Residency practice. After gathering data related to the problem, the project plan will be implemented and follow-up discussions will lead to a final gathering of data to analyze the effects of the project plan on the chosen system problem.

Learning Goals

By the end of this exercise:

1> Residents gain understanding and insight into the presence and nature of medical errors(SBP1, SBP2, SBP5)
2> Residents progressively learn the types of errors inherent to our practice environment(SBP1, SBP2, SBP4, SBP5)
3> Residents shall acquire the knowledge, skills, and attitudes needed to contemplate relevant system errors, consider and implement solutions or system improvements, and evaluate solutions or improvements to the system.(SBP1, SBP2, SBP4, SBP5)

Learning Objectives-PG-2 or PG-3

- Attendance at System Error startup didactic or review of syllabus if not available (SBP1, SBP2, SBP4, SBP5)
- Be exposed to documents from the Institute of Medicine pertaining to Medical Errors(SBP1,SBP2,SBP4)
- Be exposed to the 10 points of improvement to the medical system outlined by the Institute of Medicine(SBP1,SBP2,SBP4,SBP5)
- Participate in an active discussion of current practice system errors/problems(SBP1,
• Participate in an active discussion of solutions/improvements to aforementioned system errors/problems(SBP1,SBP2,SBP4,SBP5)
• Plan and implement a patient safety project or system improvement that will address a relevant system problem/error utilizing EHR technology wherever possible(SBP1,SBP2,SBP4,SBP5)

Learning Objectives-PG-3
• Gather post-implementation data related to project and assess project efficacy by end of PG-3 year(SBP1,SBP4,SBP5)
• Discuss development of any secondary system errors or workarounds as a result of the project (SBP1,SBP2)
• Decide if initiative is worthwhile to continue to monitor and refine long-term(SBP4,SBP5)

Evaluation
De-briefing of project and assessment of resident involvement by Faculty Preceptor

Reading
Institute of Medicine’s Executive Summary of To Err is Human: Building a Safer Health System http://books.nap.edu/openbook.php?record_id=9728&page=1

Recommended Online Resources

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<tr>
<th>Organization</th>
<th>Website</th>
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<tbody>
<tr>
<td>Institute of Medicine</td>
<td><a href="http://www.iom.edu">www.iom.edu</a></td>
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<tr>
<td>Agency for Healthcare Research &amp; Quality</td>
<td><a href="http://www.ahrq.gov">www.ahrq.gov</a></td>
</tr>
<tr>
<td>Institute for Healthcare Improvement</td>
<td><a href="http://www.ihi.org">www.ihi.org</a></td>
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Implemented: 09/10
Reviewed: 09/10, 6/11, 9/13