

Patient Safety Training Program

SPSC_WHO Collaborating Center



المركز السعودي لسلامة المرضى
SAUDI PATIENT SAFETY CENTER

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Patient Safety Training Program

Description: A Program that provides the participants with context, key principles and competencies associated to patient safety. It describes the history of the patient safety movement, science and disciplines that inform the science of patient safety, best practices and strategies to overcome challenges to safe care.

Target audience: Healthcare Providers and Leaders.

References: WHO Patient Safety Curriculum, National Patient Safety Foundation PSO Curriculum, CPPS Preparation Course Curriculum.



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Patient Safety Training Program

Objectives:

1. Support WHO's patient safety priorities through conducting training sessions with participants from low- and middle-income countries on the role of health professionals in promoting safer care.
2. Promotion of safer care, no blame and transparent culture, excellent patient experience and zero harm with trusted healthcare professionals.
3. Improved population health by providing technical expertise in Patient Safety and supporting accountability culture.
4. Promotion of best practices and improvement of Patient Safety education in all healthcare providers.

Outcome: Train Healthcare Providers and Leaders and ensure that patient safety principles are applied.

Patient Safety Training Program Agenda (4 days)

Day 1

Time	Topic
08:00 - 8:10	Virtual Registration
08:10 - 8:20	Welcome note and Introduction to the course (rules and logistics, certificate criteria, etc)
08:20 - 08:30	Opening Remarks by SPSC DG
08:30 - 08:40	Opening Remarks by the Country Patient Safety Representative
08:40 - 09:10	Initial Assessment
09:30 - 10:00	Module 1 (Part 1.1): The Science of Patient Safety
10:00 - 10:30	Module 1 (Part 1.2): The Evolving Role of the Patient Safety Officer (PSO)
10:30 - 10:40	Coffee Break
10:40 - 11:30	Module 2: Systems Thinking, Design & Human Factors Engineering
11:30 - 12:00	WORKSHOP 1: The Titanic

END OF DAY 1

Day 2

Time	Topic
	Virtual Registration
08:00 - 08:50	Module 3: Identifying, Analyzing, and Mitigating Risk of Health Care–Induced Harm to Patients
08:50 - 09:30	WORKSHOP 2: First, do no harm
09:30 - 10:20	Module 4: Systems and Professional Accountability
10:20 - 10:30	Coffee Break
10:30 - 11:15	Module 5 (Part 5.1): Workforce Safety
11:15 - 12:00	Module 5 (Part 5.2): Pursuing a Safety Culture and Respect

END OF DAY 2

Day 3

Time	Topic
	Virtual Registration
08:00 - 08:50	Module 6: Strategies for Engaging Executive and Clinical Leaders
08:50 - 09:40	Module 7: Successful Practices for Patient and Family Engagement
09:40 - 10:25	Module 8: Patient safety across the continuum of care
10:25 - 10:35	Coffee Break
10:35 - 11:25	Module 9: The Role of Health Information Technology in Patient Safety
11:25 - 12:00	WORKSHOP 3: FMEA in Anticipation of e-prescribing Technology Deployment

END OF DAY 3

Day 4

Time	Topic
	Virtual Registration
08:00 - 09:00	Module 11: Measurement and Performance Improvement
09:00 - 09:40	WORKSHOP 4: Decision Bias: The Carter racing
09:40 - 10:15	Module 10: The National Landscape: Policy, Regulation, and the Environment (Saudi Arabia)
10:15 - 10:50	Module 12: The National Landscape: Policy, Regulation, and the Environment (Trainee Country)
10:50 - 11:00	Coffee Break
11:00 - 11:30	Final Exam
11:30 - 12:00	Open Discussion - Evaluation – Group picture

END OF DAY 4

CURRICULUM

Module 1:

Part 1.1 The Science of Patient Safety

Part 1.2 The Evolving Role of the Patient Safety Officer (PSO)

Learning Objectives

- Outline the major historical milestones in the patient safety movement.
- Identify current patient safety trends and issues within the health care industry.
- What skill sets are needed to build the model PSO?

Module 2:

Systems Thinking, Design, Human Factors Engineering and Simulation

Workshop 1: The Titanic

Learning Objectives

- Outline major principles for systems thinking and reliable design.
- Describe error causation.
- Differentiate improvement models that have been utilized outside of the health care industry.
- Define human factors and systems safety.
- Discuss real health care examples.
- Discuss how simulation can be used to understand errors and proactively mitigate them.

Module 3:

Identifying, Analyzing, and Mitigating Risk of Health Care–Induced Harm to Patients

Workshop 2: First, Do No Harm

Learning Objectives

- Explain the difference between risk and hazard.
- Evaluate the role and value of several types of reporting systems to improving patient safety.
- Describe methods to prioritize reports and identified patient safety vulnerabilities for further analysis and action.
- List methodologies to identify underlying causes of patient safety risk and harm.
- Demonstrate employment of tools and techniques to develop and implement effective and sustainable actions that mitigate the future risk of patient harm.

Module 4:

Systems and Professional Accountability

Learning Objectives

- Describe the role of safety culture as a component of safe and effective care.
- Explain the concept of Just Culture and its impact on organizational culture.

Module 5:

Part 5.1: Workforce Safety

Part 5.2: Pursuing a Safety Culture and Respect

Learning Objectives

- Overview current issues in workforce safety.
- Describe the association between workforce safety and patient safety.
- Identify three recommendations for improving workforce safety.
- Review exemplars and successful practices for workforce safety.
- Apply techniques for implementing a culture of safety.
- Identify a range of behaviors that undermine a culture of safety and respect.
- Describe the relationships between behaviors that undermine a culture of safety and respect and suboptimal outcomes of care.
- Articulate the essential elements of an organizational infrastructure for addressing behaviors that undermine a culture of safety and respect.

Module 6:

Strategies for Engaging Executive and Clinical Leaders

Learning Objectives

- Describe the importance of alignment of vision and actions of health care organizations with respect to patient and workforce safety.
- Identify a change management framework for improving patient and workforce safety.
- List examples of leadership accountability and practices for developing a sustainable culture of safety.

Module 7:

Successful Practices for Patient and Family Engagement

Learning Objectives

- Describe the research about patients' ability to identify errors.
- Examine barriers to patient and family engagement in patient safety.
- Identify promising safe practices.

Module 8:

Patient Safety Across the Continuum of Care

Learning Objectives

- Describe the main safety risks during transitions of care and in ambulatory care.
- Specify possible interventions to improve patient safety and reduce risk.
- Outline key elements of an ambulatory safety program.

Module 9:

The Role of Health Information Technology in Patient Safety

Workshop 3: FMEA in Anticipation of e-prescribing Technology Deployment

Learning Objectives

- Review the potential benefits of health information technology in advancing patient safety.
- Understand the new patient safety risks introduced by health information technology.
- Describe the role of the patient safety leader in evaluating the impact of health information technology on patient safety.

Module 10:

The National Landscape: Policy, regulation, and the Environment (Saudi Arabia)

Learning Objectives

- Explain the role of external agencies, regulators, and standard-setting bodies in the field of patient safety.
- Explain the role of the Saudi Food and Drug Authority.
- Design and implement process to comply with CBAHI ESR's standards.

Module 11:

Measurement and Performance Improvement

Workshop 4: Decision Bias: The Carter racing

Learning Objectives

- Interpret data graphs and draw conclusions.
- Understand the variety of sources of patient safety data.
- Understand how data displays facilitate decision making.
- Identify and understand how to apply various improvement methodologies.

Module 12:

The National Landscape: Policy, regulation, and the Environment (Trainee country)

Learning Objectives

- Explain the role of external agencies, regulators, and standard-setting bodies in the field of patient safety in the trainee country.

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