

Solution: Production of an Online Patient Safety Lecture Series**Organization:** The Johns Hopkins Hospital**Type:** Acute Care**Primary Contact:** Paula Kent, RN, MSN, MBA, Patient Safety Coordinator**E-mail:** pkent2@jhmi.edu**Phone:** 443.287.0018

IDENTIFICATION:

Leadership at the Johns Hopkins Hospital and faculty at the Johns Hopkins School of Nursing formed a team to review job descriptions for individuals involved in roles as Patient Safety Officers or Patient Safety. After several meetings, the team decided to conduct a Focus Group with both unit-based and pharmacy Safety Officers (two departments were just preparing to appoint new Patient Safety Officers at the time). The Focus Group was comprised of nurses and pharmacists in Patient Safety Officer roles and Patient Safety staff and leadership.

The Focus Group identified the following needs:

- 1) Basic patient safety curriculum for current Patient Safety Officers
- 2) Need for upper level patient safety curriculum

PROCESS:

The initial planning team continued to meet over a 12-month period, following the Focus Group. Experts were identified and content was located at the School of Nursing, at the Hospital, at the School of Public Health, or online. All content experts were contacted for approval to use material in the development of this online course.

The lectures were developed by a small sub-group and then reviewed at monthly meetings of the larger planning team. A time frame was established and revised. The lectures were initially intended to be a flat format and posted to the Hospital's system for providing annual update education to nursing staff, HealthStream. Eventually, a different platform, MediaSite, was made available and thought to be more interactive for staff. The MediaSite platform allows for speakers to be videotaped with the PowerPoint slides running next to the podium.

SOLUTION:

The Patient Safety Lectures series became 10 modules intended to be shared with staff on-line. The modules are 15-30 minutes each (with a total time of about 4 hours), and followed by a post-test and module evaluation.

Module for the Level I series include:

- 1) The Science of Safety
- 2) Creating a Culture of Safety
- 3) Human and Environmental Factors: Contribution to Error
- 4) Learning from Defects in Patient Care
- 5) Error Reporting
- 6) Leadership
- 7) Communication Toolkit I: Effective Communication
- 8) Communication Toolkit II: Teamwork

- 9) Quality Improvement Toolkit I: QI Tools
- 10) Quality Improvement Toolkit II: Project Management

The Planning Group decided to work with the Institute for Johns Hopkins Nursing (IJHN) to run a beta test of the lecture series. The Beta Test will run January 15 – April 15, 2009, and be managed to the IJHN. The test group includes Safety Officers, Comprehensive Unit-based Safety Program (CUSP) Coaches, unit-based RN staff, Pharmacists, and staff. Reports will be available to the two program administrators in the Planning Group as desired.

Modules will be revised as needed following the Beta Test. Modules will be reviewed and may be considered as RN or MD core competencies and completion with 100% success required as part of the annual review process. Access is intended to be open and available at no cost to participants.

Future considerations include:

- 1) quarterly forums with Safety experts presented to encourage discussion of application of concepts
- 2) consideration of level II content