

University of Michigan Hospitals and Health Centers

**CHECKLIST FOR IMPLEMENTING A
PATIENT SAFETY TRAINING PROGRAM**

The following checklist attempts to capture some of the recommended components for implementing an institutional patient safety training program. Curriculum content and teaching modalities can be tailored to the needs of each organizational group.

Recommended Components for Implementing a Safety Training Program	Yes /No
<u>Organization-wide Components</u> (to be used as an overview of policies and procedures applicable to all members of the organization)	
Content Areas:	
▪ Overview of institutional safety program/plan, safety policies and other relevant policies	
▪ Overview of JCAHO Patient Safety and Medical/Health Care Error Reduction Standards	
▪ Review of institutional safety principles, including case examples of how these safety principles are applied to the workplace in general	
▪ Leadership training	
▪ Teamwork training	
▪ Definitions and processes for: <ul style="list-style-type: none"> ○ continuous quality improvement/PDCA model ○ FMEA (Failure Modes and Effects Analysis) ○ systems theory ○ human factors ○ incident/incident reporting ○ root cause analysis ○ unanticipated outcomes of care (Disclosure) 	
Teaching Modalities:	
▪ Provide primer article(s) for seminal learning on basic safety concepts	
▪ Provide learning resources such as pocket guide(s) for safety-related principles and processes	
▪ Present case studies, videos, and/or other means of storytelling to elicit discussion	
Performance Management/Evaluations:	
▪ Safety competency/mandatory and quiz, including remedial action if quiz not passed	
<u>Unit-specific Components:</u> (to orient employees to patient safety responsibilities specific to their department and/or position)	
Content Areas:	
▪ Review of institutional and unit-specific safety principles, including examples of how these safety principles are applied to the workplace in specific jobs or tasks	
▪ Training on how to disclose errors and unanticipated outcomes of care	
Training Modalities:	
▪ Present case studies, videos, and/or other means of storytelling to elicit discussion	
▪ Interactive group activities to demonstrate application of safety principles and processes	
Performance Management/Evaluations:	
▪ Patient safety competency/mandatory (incorporates unit-specific/job-specific considerations)	
▪ Documentation of annual competency / mandatory scores	
▪ Job descriptions include job-specific performance requirements and expected critical behaviors related to safety	
▪ Annual performance evaluations assess job-specific aspects of safety against job descriptions	
▪ Job descriptions are part of individual personnel files	
▪ Annual performance evaluations are part of individual personnel files	

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