

University of Michigan Hospitals & Health Centers
Patient Safety Competency: Summary of Requirements

To apply principles of Patient Safety to the workplace in a manner consistent with institutional expectations

Critical Behaviors	Learning Resources	Evaluation
<p>(1) Review Patient Safety Principles:</p> <ul style="list-style-type: none"> ❖ Non-punitive, trusting environment ❖ Every employee plays a critical role ❖ All events/incidents provide opportunity to learn prevention of future incidents ❖ Communication to staff of “lessons learned” and process changes as a result of incident reviews ❖ Technologies play a critical role in providing care <p>(2) Apply principles to the workplace:</p> <ul style="list-style-type: none"> ❖ Recognize that health care errors occur ❖ Understand the systems versus individual approach to error reduction ❖ Identify our safety initiatives ❖ State our Commitment to Safety ❖ Realize your role in the importance of reporting incidents, hazards, and near-misses ❖ State the process for reporting and immediate steps if an event occurs 	<p>Learning Module:</p> <ul style="list-style-type: none"> ❖ Patient Safety Orientation Presentation ❖ Videotape “Beyond Blame” <p>UMHHC Patient Safety Plan</p> <p>UMHHC Incident Reporting Policy 03-07-001 http://www.med.umich.edu/i/policies/umh/03-07-001.htm</p> <p>UMHHC Sentinel Event Policy 03-07-004 http://www.med.umich.edu/i/policies/umh/03-07-004.html</p> <p>UMHHC Disclosure of Unanticipated Outcomes Policy 03-07-011 http://www.med.umich.edu/i/policies/umh/03-07-011.htm</p> <p>UMHHC Safe Medical Device Act Policy 05-02-006 http://www.med.umich.edu/i/policies/umh/05-02-006.html</p> <p>JCAHO Patient Safety and Medical/Health Care Error Reduction Standards www.jcaho.org/standard/fr_ptsafety.html</p> <p>Other relevant policies can be found at: http://www.med.umich.edu/i/policies/umh/toc.html</p>	<p>To meet all of the critical behaviors do the following:</p> <ul style="list-style-type: none"> ❖ Score 80% or higher on the Patient Safety Quiz

**COPYRIGHT © 2002 THE REGENTS OF THE UNIVERSITY OF MICHIGAN
ALL RIGHTS RESERVED**

PERMISSION IS GRANTED TO USE, COPY AND REDISTRIBUTE THIS DOCUMENT FOR NONCOMMERCIAL EDUCATION AND RESEARCH PURPOSES, SO LONG AS NO FEE IS CHARGED, AND SO LONG AS THE COPYRIGHT NOTICE ABOVE AND THIS GRANT OF PERMISSION APPEAR IN ALL COPIES MADE; AND SO LONG AS THE NAME OF THE UNIVERSITY OF MICHIGAN IS NOT USED IN ANY ADVERTISING OR PUBLICITY PERTAINING TO THE USE OR DISTRIBUTION OF THIS DOCUMENT WITHOUT SPECIFIC, WRITTEN PRIOR AUTHORIZATION. PERMISSION TO MODIFY OR OTHERWISE CREATE DERIVATIVE WORKS OF THIS DOCUMENT IS NOT GRANTED.