

2018

Patient Safety and Quality Improvement Education for Paramedics

Rayne Crosetta

Fanshawe College of Applied Arts and Technology

Presley Smith

Fanshawe College of Applied Arts and Technology

Jenalyn Cundy-Jones

Fanshawe College of Applied Arts and Technology

Lisa Henderson

Fanshawe College of Applied Arts and Technology

Alan Batt

Fanshawe College of Applied Arts and Technology

Follow this and additional works at: https://first.fanshawec.ca/cri_ridposters

Recommended Citation

Crosetta, Rayne; Smith, Presley; Cundy-Jones, Jenalyn; Henderson, Lisa; and Batt, Alan, "Patient Safety and Quality Improvement Education for Paramedics" (2018). *RID Posters*. 5.

https://first.fanshawec.ca/cri_ridposters/5

This Book is brought to you for free and open access by the Research and Innovation Day at FIRST: Fanshawe Innovation, Research, Scholarship, Teaching. It has been accepted for inclusion in RID Posters by an authorized administrator of FIRST: Fanshawe Innovation, Research, Scholarship, Teaching. For more information, please contact first@fanshawec.ca.

What is IHI Open School?

The IHI Open School offers a series of online patient safety and quality improvement courses, which are free to students and faculty members of all health professions.

The IHI Basic Certificate in Quality and Safety is an 18-hour online curriculum, with courses addressing improvement capability, patient safety, leadership, person- and family-centred care, and triple aim for populations.

These courses are also approved for CME credits by various accreditation bodies in nursing, medicine, pharmacy and healthcare quality.

A number of IHI Open School courses were directly embedded as a component of the syllabus for the 'Professional Issues in Paramedicine' course.

Results

To date, 41 paramedic students (98% of class) have completed the 13 courses, and have been awarded the IHI Basic Certificate in Quality and Safety.

The Faculty Perspective

Based on experience teaching paramedics in several countries, there is a distinct lack of targeted, relevant education surrounding patient safety and quality improvement. There are some major safety and quality challenges in paramedic care that have previously been identified, and this initiative will hopefully aid in addressing these challenges.

The Students' Perspective

Entering this developing profession as new paramedics, the IHI courses helped us to understand how we can approach quality and safety in our own clinical practice, and within the paramedic community.

The courses brought awareness to the implications of adverse events, provided the skills to communicate effectively within a team, the tools to identify the root cause of an adverse event, and advice on how to implement changes within a system to prevent the same adverse events from reoccurring.

It has also provided us with the leadership skills required to effect change, including the characteristics of a leader, the importance of leadership, and how to sustain healthcare leadership.

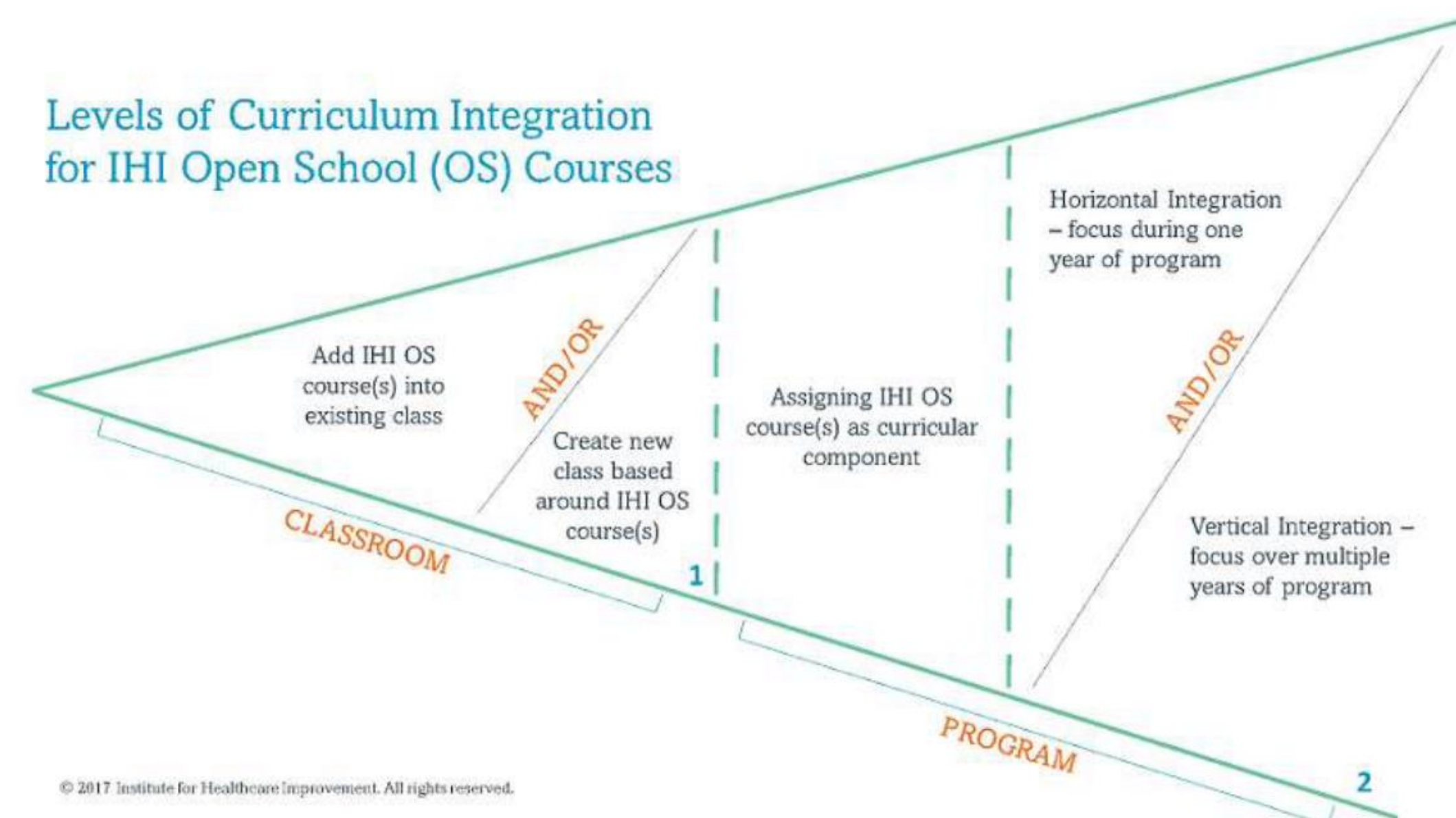


1. PS101: Introduction to Patient Safety
2. PS103: Human Factors and Safety
3. PS104: Teamwork and Communication in a Culture of Safety
4. PS105: Responding to Adverse Events
5. TA101: Introduction to Triple Aim for Populations
6. QI101: Introduction to Health Care Improvement
7. L101: Introduction to Health Care Leadership
8. PFC101: Introduction to Person- and Family-Centered Care

Figure 1. List of IHI Open School courses embedded in PARA3006: Professional Issues course.

Advice for faculty

- Complete the certificate program yourself
- Embed IHI courses that add to the learning in your subject. There are several methods of integration.
- Consider integrating lessons into the classroom, putting online learning into practice and using real world issues in the subject.



Conclusion

It is our opinion that the IHI Open School courses are an ideal solution for any health care professional looking to gain a brief, concise education on quality and patient safety.

Currently, the Primary Care Paramedic Program at Fanshawe College is the only paramedic education program to have integrated the IHI Open School Courses into the curriculum. We hope to see this change in the very near future.

Works Cited

- IHI Open School Course Catalog: <http://bit.ly/2AEDWBh>
 IHI Open School Course Summaries: <http://bit.ly/2mcHKW1>
 IHI Open School Faculty Guide: <http://bit.ly/2ADNU5T>
 List of Academic Institutions using the IHI Open School courses: <http://bit.ly/2EkwGS>