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Enhancing the Patient Experience through Innovative Quality Improvement Education

Tami Struessel

University of Colorado Anschutz Medical Campus, tami.struessel@cuanschutz.edu

Betsy J. Becker

University of Nebraska Medical Center, betsyj.becker@unmc.edu

Nicole M. Sleddens

University of Nebraska Medical Center, nicole.sleddens@unmc.edu

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Educational Session Title

Enhancing the Patient Experience through Innovative Quality Improvement Education

Authors

Tamara S. Struessel, University of Colorado Anschutz Campus

Betsy Jane Becker, University of Nebraska Medical Center

Nicole Marie Sleddens, University of Nebraska Medical Center

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Abstract

The “Patient Experience” arm of the Institute for Healthcare Improvement’s Quadruple Aim is defined by the Institute of Medicine (IOM) as quality care that is safe, effective, patient-centered, timely efficient, and equitable. The IOM called for a uniform approach to health professions education utilizing five core competencies to achieve high-quality care. “All health professionals should be educated to deliver patient-centered care as members of an interdisciplinary team, emphasizing evidence-based practice, quality improvement approaches, and informatics.” Physical Therapy educators have expanded curricula to teach three of these five competencies. We routinely teach that physical therapists practice in interprofessional teams to provide care that is patient-centered and evidence-based. However, we lag behind other health professions in teaching quality improvement concepts and skills in entry-level education. This session will discuss how the IOM defines quality in the context of “The Patient Experience,” describe the five IOM competencies for health professions education, identify the gaps in teaching of quality improvement in physical therapy education, and use key frameworks to engage small groups of learner equality improvement curricula and develop new approaches in academic and clinical settings.