Teaching patient safety:
The synergy of academic and clinical partnerships to change the culture

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I do not have an affiliation (financial or otherwise) with a pharmaceutical, medical device or communications organization.

Je n'ai aucune affiliation (financière ou autre) avec une entreprise pharmaceutique, un fabricant d’appareils médicaux ou un cabinet de communication.
Acknowledgements

McGill Offices
- Faculty Development
- Continuing Professional Development
- Interprofessional Education

McGill Schools
- Communication Sciences and Disorders
- Ingram School of Nursing
- Physical and Occupational Therapy

Clinical Partners
- Montreal West Island Integrated University Health and Social Services Center
- West-Central Montreal Integrated University Health and Social Services Center
- McGill University Health Centre

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Goals

- Increase the knowledge and skills of clinical teachers regarding patient safety principles

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Goals

- Increase the knowledge and skills of clinical teachers regarding patient safety principles

- Improve the ability of our clinical teachers to contribute to developing a culture of patient safety within the clinical setting

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Patient Safety Workshop Series

Workshop 1:

- Safety is Everybody’s Business: **Applying and Teaching Patient Safety Competencies**
- Full day

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Patient Safety Workshop Series

Workshop 1:
- Safety is Everybody’s Business: Applying and Teaching Patient Safety Competencies
- Full day

Workshop 2:
- Safety is Everybody’s Business: Building Quality from the Ground Up
- Half day

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Patient Safety Workshop Series

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Patient Safety Workshop Series

1. Contribute to a **culture** of patient safety
2. Work in **teams** for patient safety
3. Communicate effectively for patient safety
4. Manage safety **risks**
5. Optimize **human factors** and environmental factors
6. Recognize, respond to and disclose adverse events.

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Format

- Alternating interactive plenary/facilitated small group discussion
- Videos
- Cases
- Individual reflection
- Narrated posters
- In situ experience

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Why In Situ?

- Easier for clinicians to attend
- Helps create an internal community of practice (department, institution, or across a network)
- Builds partnerships internally that might not have been created

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Role of Clinical Partner

- Ensure a direct link with the clinical environment
- Provide input on workshop content
- Assist with recruiting participants, presenters, local patient safety/quality improvement initiatives
- Ensure workshop advertising is disseminated to internal stakeholders (Communications, Professional Councils, Education Directors)
- Coordinate on-site logistics

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Clinical Partner Reflection

“Since we all pursue the same goals of providing the highest quality of care in a user-centric, secure environment, we can only learn from each other's expertise to enrich the practice. It is a pleasure to collaborate with partners so committed to the quality of teaching.”

Valérie Coulombe, an Academic Affairs project manager at the West-Central Montreal Integrated University Health and Social Services Center
Results

<table>
<thead>
<tr>
<th>Evaluation criteria</th>
<th>Workshop 1</th>
<th>Workshop 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average score</td>
<td>4.65/5</td>
<td>4.58/5</td>
</tr>
<tr>
<td>Content has enhanced my knowledge</td>
<td>95%</td>
<td>100%</td>
</tr>
</tbody>
</table>

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Research and Scholarship

- Longitudinal program evaluation study
  - Needs assessment
  - Retrospective Pre/Post (immediately after workshop)
  - Six month personal action plan follow-up
- High satisfaction and usefulness
- Significant increase in knowledge and confidence levels post-intervention
- Participants reported partially implementing 18/23 (78%) of their anticipated goals
- **Patient Safety and Quality of Care are Everybody's Business: Evaluating the Impact of a Continuing Professional Development Program beyond Satisfaction**
  
  https://doi.org/10.15694/mep.2019.000046.1
Lessons Learnt

1. Patient safety teaching must include both academic (theory) and clinical experiences

2. Culture of safety is optimized when learners and teachers are both exposed to patient safety knowledge

3. In situ patient safety workshops can create a community of practice (departmental, institutional, cross-network)

4. Academic and clinical partnerships are integral to supporting clinical teachers and implementing sustainable improvement to the patient safety culture.

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Help us improve. Your input matters.

- Download the ICRE App, or
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Aidez-nous à nous améliorer. Votre opinion compte!

- Téléchargez l’application de la CIFR
- Visitez le www.collegeroyal.ca/evaluationscifr afin de remplir une évaluation de la séance.