

RESIDENCY IN HEALTH CENTER (ML1206)

1. lingua insegnamento/language

Inglese.

2. contenuti/course contents

Coordinator: Prof. DE BELVIS ANTONIO

Year Course: 2021/2022

Semester: Semestrale

UFC: 1

Modules and lecturers:

- RISK MANAGEMENT, SAFETY AND HEALTH (ML1285) - 1 cfu - ssd MED/42
Prof. Andrea Cambieri, Antonio De Belvis

COURSE CONTENT

The course will first outline the approaches to analyze the organization of healthcare services.

We will classify and describe the main institutional framework for patient safety.

After classifying the main contents of the Course, we will proceed by looking at the main dimensions of risk management and the clinical governance methodology and tools.

Attention will also be paid to specific topics like errors, mistakes, risk prevention and analysis, risk measurement.

3. testi di riferimento/bibliography

Guest C, Ricciardi W, Kawachi I, Lang I (editors). Oxford Handbook of Public Health Practice. Oxford University Press, 3rd Edition 2013 (Part 5 and 6).

Vincent C, Amalberti R. Safer Healthcare; Strategies for the Real World. NY: SpringerOpen, 2016. ISBN: 978-3-319-25557-6 (Print). ISBN: 978-3-319-25559-0 (Online, (Chapter 1 and 2).

AHRQ. PATIENT SAFETY INDICATORS (PSI). Version 2019. Available at:

https://www.qualityindicators.ahrq.gov/Downloads/Modules/PSI/V2019/PSI_Composite_Development.pdf

Materials and references directly provided by the lecturers.

4. obiettivi formativi/learning objectives

The main course objectives are:

- 1. To provide a way of thinking about quality in healthcare and patient safety;*
- 2. To understand the roles of health care professionals in risk management;*
- 3. To provide a clear analytical way of examining health care processes, according to the patient's perspective;*
- 4. To serve as an initial reference for the students that need to lead, manage or collaborate in the risk management and patient safety improvements;*
- 5. To give a clear and detailed description of the tools that support an efficient risk management in an organization, and to be put into the hospital context through examples and practical cases;*
- 6. To let students understand and evaluate the steps and key elements of the risk management and quality continuous improvement method.*

At the end of the course the student:

- 1. "Knowledge and understanding": will know the main theoretical models that explain risk management;*
- 2. "Applying knowledge and understanding": will be able to define the main tools to define and prevent risk in healthcare centers;*
- 3. "Making judgements": will be able to build a dashboard of indicators to measure risk in healthcare centers;*
- 4. "Communication skills": will be able to communicate in a proper and effective way the main contents of the course*
- 5. "Learning skills": starting from the key messages on methods and tools applied to risk management, he will be able to enlarge his/her knowledge and update from the most proper and rigorous literature*

5. prerequisiti/PREREQUISITES

Basic knowledge on descriptive statistics and patient-health professional communication are necessary to fully understand the key messages and the methodology of this course.

6. metodi didattici/teaching methods

The format of this course is a combination of lectures, readings, and case discussions. We will employ the following teaching methods:

(a) Lectures

(b) Readings from textbooks: To provide basic structure, concepts and techniques.

(c) Readings from journals: To augment the textbooks and provide more rigorous intellectual

foundation.

(d) Case studies: To apply what has been learnt to real life situations.

Active student participation is essential in the classes.

Practicals: Analysis of a “never event”; Time out and the WHO surgical safety check-list; The AHRQ Patients Safety Indicators; The JCI International Accreditation Program: how to implement quality and safety standards in an hospital setting

7. altre informazioni/other informations

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8. modalità di verifica dell'apprendimento/ methods for verifying learning and for evaluation

The exam is composed of written questions regarding all modules.

The evaluation is based on a final written test consisting of an objective multiple-choice questions written test.

Evaluation will consist and is expressed in 30/30.

All the other details concerning the exam procedures will be given out by the Lecturer at the beginning of the course.

In determining the final grade, the Commission will take into account the full gaining of all the evaluation parameters outlined below (according to the so-called Dublin Descriptors).

- *Knowledge and understanding: Through the examination the student will be able to demonstrate that he/she knows the main theoretical models that explain risk management;*
- *Applying knowledge and understanding: Through the test, the student will have to demonstrate to be able to define the main tools to define and prevent risk in healthcare centers. The description has to be correct in the contents and exposed with appropriate technical language;*
- *Making judgments: The student will be able to build a dashboard of indicators to measure risk in healthcare centers, to describe and compare its different dimensions*
- *Communication skills: the student will allow the Commission to deduce his/her capacity of exposition and logical integration of the learned contents, as well as the appropriateness of the acquired scientific terminology.*
- *Learning skills: starting from the key messages on methods and tools applied to risk management, the student will be able to demonstrate that he/she has enlarged his/her knowledge and uptpdate form the most proper and rigoorus literature*

9. programma esteso/program

<Safety and quality improvement >

- *Clinical Governance in healthcare organizations: meaning, tools and practice*
- *The Joint Commission International Accreditation*
- *Hospital Risk management in times of Covid-19 pandemic*
- *Safety indicators and monitoring systems (eg: AHRQ PSI)*

<Value Based Healthcare>

- *From Evidence Based Medicine to Value Based Healthcare*
- *Patient centeredness and doctor-patient relationship*

<Risk management>

- *Events, errors, mistakes, injuries and complains in healthcare*
- *Care and managerial tool to develop safety, risk prevention and management in healthcare organizations*
- *Some examples and practical cases: Analysis of a “never event”; Time out and the WHO surgical safety check-list*