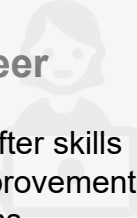




# NEW PATIENT SAFETY CURRICULUM

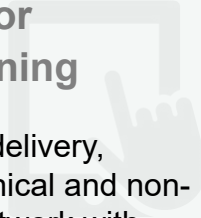
BY THE QUALITY & PATIENT SAFETY EDUCATION TEAM (QPSE)

## Advance Your Healthcare Career



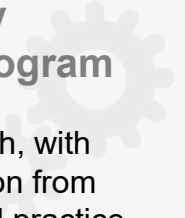
Gain highly sought after skills including quality improvement methodology, systems thinking in reducing patient harm, and fostering a culture of learning.

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Flexible online delivery, designed for clinical and non-clinical staff. Network with other professionals through cohort based learning.

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Progressive growth, with practical application from theory to unit-level practice. Earn a Patient Safety Certificate upon completion.

### PPS100: WHAT IS A CULTURE OF PATIENT SAFETY?

- Understand patient safety and its role in minimizing the incidence and impact of adverse events
- Learn how to support a culture of reporting error and potential harm
- Learn more about the role of Alberta Health Services in developing a safety culture

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### PPS101: WHAT IS COMMUNICATION FOR PATIENT SAFETY?

- How do we outline the significance of communication in patient safety
- Examine the impact of interdisciplinary communication on patient safety
- Apply communication strategies appropriately and effectively to provide safe patient care

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### PPS102: WHAT IS TEAMWORK FOR PATIENT SAFETY?

- Analyze the role of teamwork in improving patient safety outcomes
- Evaluate the elements impacting team effectiveness and function for health-care teams
- Participate effectively and appropriately in a health-care team to optimize patient safety

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### PPS103: WHAT IS PATIENT SAFETY RISKS & HAZARDS?

- Explain approaches to identify and assess risks to patient safety
- Outline best practices for responding to hazards and risks to patient safety
- Recognize and respond to patient safety risks and hazards in your role

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A CULTURE OF PATIENT SAFETY PPS100 is the first course in the new Quality & Patient Safety Education (QPSE) Foundational Curriculum Stream leading to a Patient Safety Certificate. It is also the prerequisite for all courses in the Patient Safety Stream.

If you have any questions about the courses contact, [QPSE@ahs.ca](mailto:QPSE@ahs.ca)



# A CULTURE OF PATIENT SAFETY PPS100

## Course Outline

### Course Description:

The culture of a workplace or organization has a direct influence on patient safety outcomes. In this course we will review fundamental patient safety concepts and explore the following questions. What is a mature patient safety culture? What are some practices and principles to achieve a mature culture of patient safety? How is AHS developing a patient safety culture? What is our role in maintaining and enhancing patient safety at AHS?

**Learner Effort Hours:** 4

**Online Activities:** 1/2 hour

**Scheduled Virtual Learning Sessions:** 3 hours

**Independent Learning:** 1/2 hour

**Pre-requisites:** None

**Year Active:** 2020

### Course Completion Requirements:

- Attendance in all scheduled virtual learning sessions (3 Zoom sessions)
- Participation in instructor facilitated online activities (3 Discussion Boards)

### Course Outcomes:

1. Understand the discipline of patient safety and its role in minimizing the incidence and impact of adverse events, as well as maximizing recovery from these events.
2. Describe the fundamental elements of patient safety.
3. Integrate the principles of Just Culture into practice.
4. Support a culture of reporting error and potential harm.
5. Describe the person and systems approach to managing errors.
6. Define a culture of safety.
7. Define the role of Alberta Health Services in developing a safety culture.
8. Maintain and enhance patient safety practices through ongoing learning.

### Course Materials and Resources:

- PPS100 eWorkbook
- Google Classroom Learning Site
- Zoom Video Conferencing

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Quality & Patient Safety Education  
[QPSE@ahs.ca](mailto:QPSE@ahs.ca)



# COMMUNICATION FOR PATIENT SAFETY PPS101

## Course Outline

### Course Description:

Proper, effective communication between physicians, patients, colleagues and teams is essential for patient safety. Effective communication contributes positively to prevent patient harm and adverse events from happening. Patient-centered communication ensures safe, high quality health care. It happens when providers understand and integrate the information from patients, and when patients comprehend accurate, timely, complete, messages from providers in a way that enables them to participate in their care to the greatest extent possible.

**Learner Effort Hours:** 4

**Independent Learning:** 1/2 hour

**Scheduled Virtual Learning Sessions:** 3 hours

**Pre-requisites:** A Culture of Patient Safety PPS100

**Online Activities:** 1/2 hour

**Year Active:** 2021

### Course Completion Requirements:

- Attendance in all scheduled virtual learning sessions (3 Zoom sessions)
- Participation in instructor facilitated online activities (3 Discussion Boards)

### Course Outcomes:

1. Outline the significance of communication in patient safety.
2. Examine the impact of interdisciplinary communication on patient safety.
3. Apply communication strategies appropriately and effectively to provide safe patient care.

### Course Materials and Resources:

- PPS101 eWorkbook
- Google Classroom Learning Site
- Zoom Video Conferencing

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[QPSE@ahs.ca](mailto:QPSE@ahs.ca)



# TEAMWORK FOR PATIENT SAFETY PPS102

## Course Outline

### Course Description:

All members of the health-care team, including patients/families/care givers, play pivotal roles in determining the effectiveness of the team. In this course, you will learn about the elements of effective teamwork within health-care teams and how to address challenges often faced by these teams. Throughout the course, you will have several opportunities to reflect on how these characteristics apply to your own team as you plan your own team strengthening activity. Participating on effective health-care teams is key to ensuring that the focus remains on providing care based on AHS Values with the ultimate goal of advancing a patient safety culture within AHS.

**Learner Effort Hours:** 4

**Independent Learning:** 1/2 hour

**Scheduled Virtual Learning Sessions:** 3 hours

**Pre-requisites:** A Culture of Patient Safety PPS100

**Online Activities:** 1/2 hour

**Year Active:** 2021

### Course Completion Requirements:

- Attendance in all scheduled virtual learning sessions (3 Zoom sessions)
- Participation in instructor facilitated online activities (3 Discussion Boards)

### Course Outcomes:

1. Discuss the unique characteristics of health-care teams.
2. Analyze the role of teamwork in improving patient safety outcomes.
3. Evaluate the elements impacting team effectiveness and function of health-care teams.
4. Participate effectively and appropriately in a health-care team to optimize patient safety.

### Course Materials and Resources:

- PPS102 eWorkbook
- Google Classroom Learning Site
- Zoom Video Conferencing

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[QPSE@ahs.ca](mailto:QPSE@ahs.ca)



# PATIENT SAFETY RISKS & HAZARDS PPS103

## Course Outline

### Course Description:

This course will introduce risk concepts and principles as they apply to patient safety. Best practices and guidance on identifying and responding to future and current risks and hazards will be reviewed and discussed with an emphasis on their relevance and significance within a healthcare organization.

**Learner Effort Hours:** 4

**Independent Learning:** 1/2 hour

**Scheduled Virtual Learning Sessions:** 3 hours

**Pre-requisites:** A Culture of Patient Safety PPS100

**Online Activities:** 1/2 hour

**Year Active:** 2021

### Course Completion Requirements:

- Attendance in all scheduled virtual learning sessions (3 Zoom sessions)
- Participation in instructor facilitated online activities (3 Discussion Boards)

### Course Outcomes:

1. Explain approaches to identify and assess risks to patient safety.
2. Outline best practices for responding to hazards and risks to patient safety.
3. Recognize and respond to patient safety risks and hazards in your role.

### Course Materials and Resources:

- PPS103 eWorkbook
- Google Classroom Learning Site
- Zoom Video Conferencing

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