

## Course Overview



**Day 1** Introduction to program staff. Overview of Patient Safety, basic Quality Tools and Team Building

**Day 2/3** Presentations by course faculty. Facilitators mentor participants on Aim Statement development, review use of planning quality tools (flow chart and fishbone diagram) and discuss appropriate metrics for selected project.

**Day 4/5** Presentations by course faculty. Team Facilitators review data sources and collection. Teams receive one-on-one guidance from course faculty QI Statistician on most appropriate use of their data.

**Day 6/7** Presentations by course faculty. Facilitators review baseline data and proposed interventions. Teams present a trial run of their Power Point project and receive feedback from staff and classmates. Work on their project continues over the following month.

**Day 8** Graduation. Teams present their project findings and plans for future direction to classmates and guests. Certificates of completion are awarded.



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### Awards/Accolades/Accomplishments

- 2011 Outstanding Educational Program Award from the Association for Prevention Teaching and Research (APTR)
- Representation at the APTR Interprofessional Education Institute by alumni of the CS&E course
- One of six programs to be awarded the Institute for Healthcare Improvement and Josiah Macy Jr. Foundation "Retooling for Quality & Safety Project" Grant
- Innovation and Collaboration Award from the Institute for Healthcare Improvement Open School Annual National Forum - December 2010.

### Course Participant Comments

- *"Liked learning about other projects while doing the course as many were similar to what we encounter"*
- *"The course was great!"*
- *"Presentations are outstanding"*
- *"It's the best model in the country of how you can actually change health care."*
- *"Hands on practice. Meet and explore new ideas from other colleagues and instructors."*
- *"Based on the success of the MD Anderson program, the University of Texas System has required all the other branches of its medical system to start their own courses."*

# Clinical Safety & Effectiveness Course





Thank you for your interest in the Clinical Safety and Effectiveness (CSE) Program at the UT Health Science Center in San Antonio.

The CSE program began with a single idea: to initiate a change resulting in a culture of patient safety with the six Institute Of Medicine aims (Patient care should be Safe, Timely, Effective, Efficacious,

Equitable, and Patient Centered) serving as the backbone of the course. Its robust curriculum offers healthcare professionals the necessary patient safety and quality improvement tools to facilitate innovative changes in their immediate work areas.

The current complex status of our healthcare delivery system deems it necessary to provide healthcare professionals, including faculty, with a specialized skill set to help them integrate quality and safety into their everyday work. Knowledge and experiential learning in the course will empower health professionals with the necessary tools to implement change in health care.

The project-based learning aspect of the course can be used by physicians to obtain up to 41.50 AMA PRA Category 1 Credits™. It can also be used to calculate return on investment (ROI) of improvement processes in their work environment.

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Associate Dean for Quality and Lifelong Learning  
Director, Center for Patient Safety & Health Policy  
Professor of Medicine (Infectious Diseases) and Pathology  
UT Health Science Center San Antonio

## Course Overview

The Center for Patient Safety and Health Policy was established in April 2008 as a new initiative at UT Health Science Center San Antonio with Jan E. Patterson, MD, MS, as the Director for the Center.

The UT system-wide CSE course concentrates on Quality Improvement and Patient Safety. It is modeled after Dr. Brent James' Advanced Training Program at Intermountain Health Care, Utah.

The course is eight days, eight hours/day over six months, and is offered two times per year. The curriculum emphasizes quality concepts and evidence-based medicine including patient safety, quality improvement, quality tools, teamwork, disclosure and crafting apologies, and return on investment.

## Mission

To increase quality and safety of clinical care, enhance clinical effectiveness, and integrate quality improvement efforts into health services research and health policy and train the next generation of health professionals to incorporate quality improvement practices in their work.

## Aims

**Integrate** quality and safety concepts into our everyday work increasing quality and safety of clinical care

**Enhance** organizational knowledge through dissemination of successful practices

**Integrate** quality improvement efforts into health services outcomes research and health policy

**Train** the next generation of health professionals to incorporate quality improvement practices in their work



It is project-based learning and demonstrates use of quality concepts and tools. Proposed projects are selected based on their alignment with the strategic goals of the UT Health Science Center which include increasing 'active-learning strategies' and expanding programs to educate a diverse group of future healthcare academicians. Projects also align with the mutual clinical quality and process improvement plans of our health system affiliates.

Graduates include faculty, administrators and staff primarily from the School of Medicine, Dental School, School of Nursing, and our hospital partners: University Hospital, CHRISTUS Santa Rosa Children's Hospital and the South Texas Veterans Health Care System.

## Objectives

- Train a core of individuals at UTHSCSA in quality improvement methods
- Dissemination of quality improvement methods within and outside of the system
- Contain costs by improving infrastructure and support systems
- Implement quality and safety through project-based learning at levels of UTHSCSA

## Participant Selection and Commitment

- Recruited by Center or nominated by Department Chair or clinical leader
- Projects selected on a priority basis with the approval of the Department leadership, team members and Center Director
- Course dates provided well in advance so that the participants are able to commit completely to the course
- Course ends with a graduation ceremony and the presentation of the completed projects and outcomes
- Presentation at national meetings and publication of relevant findings is encouraged and supported by the Center

## Continuing Education Statements

**CME:** The UT Health Science Center San Antonio School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The UT Health Science Center San Antonio School of Medicine designates this live activity for a maximum of 41.50 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses and other healthcare professionals will receive a Certificate of Attendance. For information on applicability and acceptance, please consult your professional licensing board.

The UT Health Science Center San Antonio School of Medicine designates this PI CME activity for a maximum of 20.0 AMA PRA Category 1 Credits™.

† This presentation meets the Texas Medical Board criteria for formal continuing medical education involving the study of medical ethics and/or professional responsibility.

**CNE:** UT Health Science Center at San Antonio is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

This activity provides up to 57 contact hours.