

# Internet-based Patient Safety and Risk Management in a University Setting

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## Purpose

- To develop a collaborative approach to meet newly required state requirements for ongoing education in the area of risk management and patient safety
- To increase knowledge of patient safety/risk management principles and their translation into practice at an academic health center
- To apply internet based tools to facilitate both needs assessment and content delivery based on physician-identified patient safety/risk management priorities

## Rationale

- As of December 2004, all licensed physicians in the Commonwealth of Pennsylvania were required to document participation in a minimum of 12 credit hours of training on patient safety and risk management topics.
- JMC identified this requirement as an underlying need for its faculty physicians
- TJUH and JUP identified this requirement as important to maintain quality of care and protect the fiscal health of their organizations in terms of managing risk

## Process

- TJUH's Hospital Risk Manager (ACW) and JMC's Director of CME (JGC) discussed extending a prior collaboration to address both new state requirements for patient safety/risk management CME and the Hospital's risk management concerns. Working together was in the best interests of both organizations.
- Decision made to utilize existing web-based technology and available University services to develop and deliver educational modules relating to these topics as a pilot project.
- A needs assessment strategy to determine appropriate topics within the broad terms of patient safety and risk management was developed and implemented
- A budget was developed, and internal institutional funding secured
- After needs analysis, collaboration expanded to include JMC's video production services.
  - ACW coordinated content development with institutional faculty, and acted as production manager.
  - JGC participated in design and editing decisions, and oversaw CME approval process.
- Modules developed July-November 2005 and posted December 2005.
- Periodic review of participation and evaluation data is ongoing

## Needs Assessment

A 16 item needs assessment survey utilizing a web-based tool (SurveyMonkey™) was developed, piloted, modified and delivered to a total of 767 attendings at Jefferson attendings to assess their learning needs and interest in patient safety/risk management issues. Response rate averaged 33.9%

- Results were transferred from SurveyMonkey™ to Excel® for descriptive statistical analysis.
- Based on survey results and hospital data, three topics were selected for development into web-based educational modules

## Module Design

Accessed via Jefferson CME website (<http://jeffline.jefferson.edu/jeffcme>),

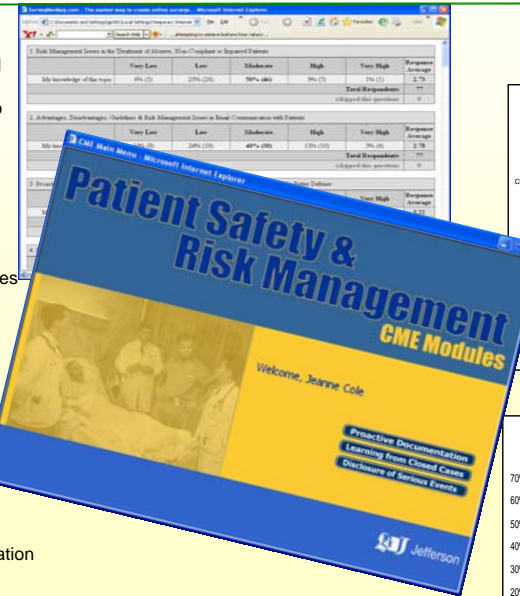
Modules feature Jefferson physicians and staff, and present information in a variety of formats, including

- |            |  |
|------------|--|
| Slides     | Links to additional resources            |
| Voice over | Pop-up Notes with additional information |

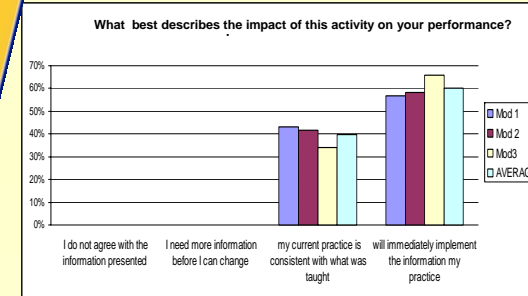
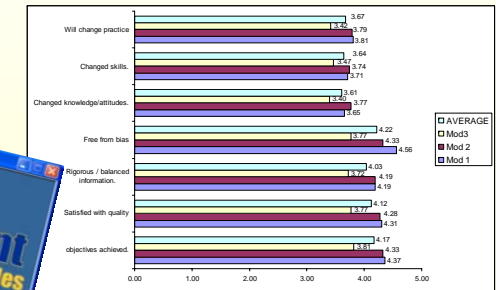
Web registration captures participation information, manages post-test and evaluation data collection and analysis, and provides for issuing electronic record of credits earned. The background relationships between the CME website, technological support, and end users are managed behind the scenes, transparent to the end user.

## Module Objectives

- Participants should be able to:
- Describe TJUH policy on disclosure of serious events
  - Develop active methods to appropriately document important patient discussions and decisions
  - Analyze practice-based cases where improved disclosure or documentation measures would improve outcomes
  - Understand the basic concepts of appropriate disclosure of serious events and the importance of related documentation



## Results

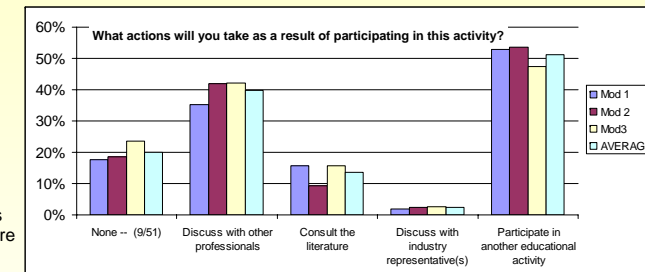


## Participation (as of Aug 06)

Available to physicians at Thomas Jefferson University Hospital, Methodist Hospital, and the Jefferson University Physicians (JUP, the outpatient practice plan) [not mandated] N= 767

Participants as of August 2006  
 Module 1: 54  
 Module 2: 45  
 Module 3: 43

We expect an increase in numbers as end of the year approaches and more physician need to acquire required credits for licensure renewal



## Conclusions

Considering this as a pilot project, we demonstrated

- Ability to work across traditional "silos" of inpatient and outpatient care settings and the academic home within an academic medical center
- Utility of technology as a mechanism to deliver and analyze physician perceived needs in the area of patient safety/risk management
- Utility of technology as a mechanism to deliver CME modules in the area of patient safety/risk management at Jefferson.
- Effectiveness of collaboration in achieving mutual goals