

## Certificate Course in Patient Safety and Quality Improvement 2019-2020

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### Location

All sessions take place at 525 University Ave, Rm 630.

### General schedule

All sessions start at 1:00PM, with lunch provided at 12:30PM and run until 4:30PM, except for June 2<sup>nd</sup>, 2020, when it will run from 8:00AM-12:30PM.

### Session dates and schedule of topics (\*topics subject to change)

Session	Date	Title	Speakers
1	Sep 10, 2019	Course Introduction, Core Concepts in Quality, Introduction to the Model for Improvement - QI projects: (include framework for project selection)  Keynote: 11 Common Pitfalls	Olivia Ostrow  Brian Wong/ Kaveh Shojania
2	Sep 24, 2019	Introduction to Safety and Introduction to Stewardship	Olivia Ostrow, Eric Monteiro
3	Oct 8, 2019	Quality Improvement Diagnostic Tools & Pitching of QI Problem	Olivia Ostrow, Amanda Mayo
4	Oct 15, 2019	Measurement I – Quantitative Measures	Ed Etchells
5	Oct 29, 2019	<i>Project Progress Updates (Aim Statement, Rationale)</i>	Course Faculty and Mentors
6	Nov 12, 2019	Patient Engagement in Quality Improvement and Patient Safety	Andreas Laupacis/Karen Born/ Tara Kiran
7	Nov 19, 2019	Leading Change	Adina Weirnerman and Brigette Hales

8	Dec 3 , 2019	Qualitative Methods in QI	Leahora Rotteau and Alene Toulany
9	Dec 10, 2019	Introduction to PDSA & Data Over Time I: Run Chart	Olivia Ostrow and Eric Monteiro
10	Jan 7, 2020	Introduction to Human Factors (Engineering)	Patricia Trbovich
11	Jan 21, 2020	<i>Project Progress Updates (Measures)</i>	Course Faculty and Mentors
12	Feb 4 , 2020	Advanced PDSA & Data Over Time II: Control Charts	Olivia Ostrow and Eric Monteiro
13	Feb 18, 2020	Human Factors Engineering – Usability Testing	Ed Etchells
14	March 3, 2020	How Organizations work (**TBC)	Tina Smith
15	Mar 31, 2020	<i>Project Progress Updates</i>	Course Faculty and Mentors
16	April 7 , 2020	LEAN	Sam Sabbah
17	Apr 21, 2020	Teamwork, Communications and Handoffs	Trey Coffey
18	May 5, 2020	Patient Safety Incident Analysis (**TBC)	Amir Ginzburg
19	May 19, 2020	Health Informatics/ Reflections on HQO	Irfan Dhalla/Trevor Jamieson
20	June 2 <sup>nd</sup> 2020	Certificate Course Capstone <i>Final Project Presentations</i>	Keynote Speakers: TBD

## Course requirements

- i. You will be expected to complete your pre-readings and several short pre-post reflective assignments.
- ii. You will be expected to be in attendance for at least 39 hours in order to be eligible for the certificate accredited by Continuing Professional Development, Faculty of Medicine, University of Toronto. If you miss more than 4 sessions in total without special consent from the Course Co-Directors, you will be at risk of not obtaining a certificate.
- iii. You will also be expected to complete three assignments, one of which is a presentation of your project, to be delivered during the Capstone session.

## Course readings and pre-readings

The following books listed below are the main course readings. The first is to be read before the start of the course. The second one is a course textbook with chapters to which we will refer during the course of the program. Both can be picked up from our offices. There will be other pre-readings for each session that will be emailed one week in advance of the session.

# C-QuIPS

Centre for Quality Improvement  
and Patient Safety

- 1) Kenney C. *The Best Practice: How the New Quality Movement is Transforming Medicine*. New York: Public Affairs, 2008.
- 2) Ogrinc GS, Headrick LA, Moore SM, Barton AJ, Dolanksy MA, Madigosky WS. *Fundamentals of Health Care Improvement: A Guide to Improving Your Patients' Care* (3rd Edition). Oakbrook Terrace, IL: Joint Commission, 2018.

## Coaches

You will be assigned a coach who will be available during out of class times to support you in your QI work as well as to provide feedback on your assignments. The expectation is that the onus will be on you to reach out to your coach to get the process going. We ask that you set up a meeting with your coach within the first month of the course to discuss:

- your preliminary project ideas and feasibility
- the overall goals/expectations for the coaching relationship (how often you will meet/connect, what methods of doing so, and also what methods for providing feedback that will work best for you both)

## Informal Presentations

You will be presenting on the current status of your projects at the following checkpoints:

- Oct 29, 2019
- Jan 21, 2020
- Mar 31, 2020
- June 2, 2020

## Assignments

Assignments will be submitted via Google Docs and Word document. Please sign up for a Gmail account.

### Deadlines for assignment submissions

<b>Assignments</b>	<b>Deadline for participants</b>
Assignment 2 ( *Assignment 1 to be discussed in class) <ul style="list-style-type: none"><li>• Project proposal, to be submitted via Google Docs to your coach at touchpoint well before the due date so that they can provide feedback.</li></ul>	Dec 3, 2019
Assignment 3 – choose 1 of 3 from below: <ul style="list-style-type: none"><li>• Process map (direct observation) – submit an accompanying report (500-1000 words) answering:<ul style="list-style-type: none"><li>○ 1) why did you use this tool; 2) what did you learn; 3) what do you plan to do next</li></ul></li><li>• Conduct and summarize a PDSA cycle (500-1000 word report)</li><li>• Summarize a key stakeholder interview (500-1000 word report)</li></ul>	Mar 3, 2020
Assignment 4 – Capstone poster presentations and elevator pitches of QI projects	June 2, 2020