

13 ONLINE MODULES FOR PATIENT SAFETY CERTIFICATE

Introduction

- Program Overview
- Your Learning Path

Safe Design

- Science of Safety
- Safe Design Principles

Patient Safety Culture

- Improving Patient Safety Culture
- Patient-Centered Care

Teamwork

- High Performance Teams
- Communicating for Patient Safety
- Leadership
- Conflict Management
- CUSP Teams

Learning from Defects

- Supporting Event Reporting and Error Disclosure
- Learning from Defects Overview

Sustaining Change

- Project Management
- Leading Change

ADDITIONAL MODULES FOR PATIENT SAFETY CERTIFICATE PROGRAM

The Role of the Patient in a Care Team: Panel Discussion

Identifying Hazards, Risks & Errors

Prioritizing Risks

Investigating Causes Using Human Factors Approaches

Investigating Causes Using Lean Sigma Tools

Design Thinking

Reducing Hazards, Risks & Errors: Lean Sigma Approaches

Measuring Success

QI Measures: Meeting Industry Standards

Lean Sigma Approaches to Sustaining Change

Building Momentum