

Additional Document(s):

IHI Abstract-Figure Submission Adebisi Alli

Title:

Patient Safety as a Consultative Service: Teaching Residents to Evaluate Medical Errors

Presenters:

- Adebisi (Bisi) Alli [*Key Presenter*] (Banner Good Samaritan MC/Phoenix VAMC, Chief Resident in Quality and Safety) — adebisi.alli@va.gov
- Jordan Coulston (Phoenix VAMC, Clinical Assistant Professor)
- Hamed Abbaszadegan (Phoenix VAMC, Chief of Health Informatics Officer)

Background:

Reporting medical errors (adverse events and near misses) is critical to patient safety and is the recent focus of the ACGME. While informal curricula are more common in residencies, continued barriers exist in engaging residents in system-level reporting and interventions.

Purpose:

In contrast, we created a resident-led patient safety consultative service (PSCS) to investigate medical errors and to propose system-level interventions.

Methods:

Each month, the Chief Resident in Quality and Safety (CRQS) orients ward residents on the definitions of medical errors, the institution-wide process to report errors, and the function of the PSCS. As part of the PGY2 resident consult rotation, residents respond to electronic medical error reports submitted by the ward teams. Using a standardized process, they evaluate errors through root cause analysis, direct observation, and core patient safety tools. In keeping with tradition, an attending hospitalist staffs the consults, and impressions and recommendations are presented to the requesting provider. To prevent recurrences, the CRQS coordinates an interdisciplinary team to develop potential interventions.

Results:

Early data over the first eight weeks demonstrates an increase in resident-submitted error reports (Figure 1) with five of six completed system-level interventions. These include revamped radiology and laboratory order sets, changes in nursing medication administration, development of a best-practice model for medication reconciliation, and supplementary resident-directed education.

Conclusions and Implications:

The PSCS has proved to be a novel approach to resident education in patient safety by increasing error reporting, real-time evaluation, and system-level interventions. Ongoing focus is to sustain interventions and to assess resident educational outcomes.

Type of Study: