OST 620
Patient Safety and Quality Improvement (Virtual Course)

CLERKSHIP ELECTIVE ROTATION SYLLABUS

CLERKSHIP DEPARTMENT
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EFFECTIVE AUGUST 1, 2024, TO JULY 31, 2025

For questions about content or administrative aspects of this course, please contact:

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COURSE ASSISTANT (CA)
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At Michigan State University College of Osteopathic Medicine (MSUCOM), we are constantly working to improve our curriculum and to meet accreditation guidelines. We need to meet the challenges of modern medicine that force us to innovate. While changes will generally be instituted at the beginning of the school year, changes may also be implemented semester to semester.

Please be mindful of the need to read your syllabi before beginning your rotation.

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INTRODUCTION AND OVERVIEW
Patient Safety and Quality Improvement may be taken as a 1.5 credit hour, 1-week virtual elective course that provides students with a foundational learning of patient safety and quality improvement. The rotation can be either a 3rd or 4th year elective that will consist of modules/videos on patient safety and quality improvement.

ELECTIVE COURSE SCHEDULING
Preapproval
- This course does not require preapproval from the IOR. The student should follow the directions below for elective course confirmation and enrollment.

Required Prerequisites
- This course does not require any prerequisite courses.

Course Confirmation and Enrollment
- The student must be an active student at MSUCOM.
- Student must complete five core rotations prior to any elective rotation.
- It is the student's responsibility to provide the elective site/rotation acceptance material to the COM.Clerkship@msu.edu for MSU confirmation and scheduling.
    - MSUCOM clerkship confirmation is complete when the rotation is visible on the students Medtrics schedule.
- It is the student's responsibility to ensure enrollment prior to beginning any course/rotation.
    - Enrollment will be processed by the MSUCOM Registrar's Office upon clerkship confirmation.
    - Enrollment can be verified by the student by reviewing the Student Information System
- MSUCOM confirmation must occur at least 30 days in advance of the rotation.
- Once confirmed, the rotation may only be cancelled 30 days or more in advance of the start date.

ROTATION FORMAT

This course may be taken once. This course will not be considered either a surgical elective or non-surgical elective, nor an elective completed within the MSUCOM base hospital/SCS system.

GOALS AND OBJECTIVES
GOALS
1. The goal of the rotation is to increase the knowledge of patient safety and quality improvement in the MSUCOM medical student and provide knowledge on ways to decrease adverse events in the healthcare setting.

OBJECTIVES
The student will be able to:

1. Summarize why it is essential to improve patient safety.
2. Describe a framework for improving the safety of health care systems.
3. Identify four key elements of a culture of safety.

4. Explain why systematic learning from error and unintended events is the best response to ensuring patient safety.
5. Explain the Swiss cheese model of error.
6. Define active failures and latent errors and discuss their roles in causing harm.
7. List the main types of unsafe acts utilizing James Reason's classification system.
8. Explain why patient safety experts recommend focusing less on reducing errors and more on reducing harm.
9. Explain how human factors principles apply to health care.
10. Describe how changes to processes can mitigate the effects of factors that contribute to error.
11. Define simplification, standardization, constraints, forcing functions, and redundancies.
12. Discuss the risks and benefits of using technology to improve patient safety.
13. Explain how individual behavior and team dynamics in health care can make care safer or less safe.
14. Use structured communication techniques to improve communication within health care.
15. Specify possible interventions to improve patient safety and reduce risk during times of transition.
16. Describe four steps to take following an adverse event.
17. Explain how to communicate effectively about bad news and when you should apologize.
18. Discuss the impact of adverse events on providers.
19. Explain how adverse events and near misses can be used as learning opportunities.
20. Determine which events are appropriate for Root Cause Analyses and Actions (RCA Squared).
21. Describe a timeline of activities for the RCA Squared review period.
22. Describe activities that should take place during the action period of RCA Squared
23. List eight recommendations for leaders to accelerate patient safety and prevent harm.
24. Explain three key recommendations for promoting safety among the health care workforce.
25. Identify five strategies that empower patient and family engagement in patient safety.
26. Discuss your opinions on one hospital's response to a serious adverse event.
27. Describe six domains of a culture of safety.
28. Explain how to use quantitative and qualitative data to assess the culture of an organization.
29. Identify when and how to speak to colleagues and other providers about safety practices and improvement efforts.
30. Explain the role of the patient and family in preventing healthcare-associated infections.
31. Identify effective methods to communicate the importance of safety practices.
32. List at least three approaches to working with those skeptical about the importance of safety practices and improvement efforts.

COLLEGE PROGRAM OBJECTIVES

In addition to the above course-specific goals and learning objectives, this clerkship rotation also facilitates student progress in attaining the College Program Objectives. Please refer to the complete list provided on the MSUCOM website (https://com.msu.edu/) and in the Student Handbook.

REFERENCES
REQUIRED STUDY RESOURCES

Desire 2 Learn (D2L): Please find online content for this course in D2L (https://d2l.msu.edu/). Once logged in with your MSU Net ID, your course will appear on the D2L landing page. If you do not see your course on the landing page, search for the course with the following criteria, and pin it to your homepage: **OST 620: Patient Safety and Quality Improvement.**

If you encounter any issues accessing this D2L course, please email the CA (Course Assistant) (on the title page of this syllabus). It is your responsibility to make sure you have access to the course D2L page on the first day of the course.

SUGGESTED STUDY RESOURCES
Recommended Websites
Home | Institute for Healthcare Improvement (ihi.org)

ROTATION REQUIREMENTS

REQUIREMENT	SUBMISSION METHOD	DUE DATE Please refer to D2L for actual (month/day) due dates
Mandatory Meeting with Clerkship Staff	Students are required to meet with the Course Assistant to have a brief zoom meeting regarding the course requirements. Students will be sent zoom information by the course assistant.	Day 2 or 3 of week one of OST 620.
Completion of all IHI (Institute for Healthcare Improvement) Open School Basic Certificate in Quality and Safety The Institute for Healthcare Improvement Open School is located at www.IHI.org. The student will need to register (free for students) at IHI.org. The Basic Certificate in Quality and Safety is located under virtual training	The student will need to submit the completed certificate for the course as an upload to the D2L Dropbox labeled *OST 620 IHI Week 1.* Students will need to complete each module near the time expected per the IHI website. (Example: if the module is expected to take 1 hour, it will be unacceptable for the student to spend significantly less time in the module) The student is expected to be within 15 minutes time in the module that what is published on the website.	11:59 PM on the last day of week 1 (due on Sunday after a Monday rotation start date).
Additional Assignments: Students need to watch these four videos in their entirety.	• Josie King Story: https://www.youtube.com/watch?v=E4nQ7qP02rQ	11:59 PM on the last day of the rotation.

REQUIREMENT	SUBMISSION METHOD	DUE DATE Please refer to D2L for actual (month/day) due dates
	- Just Culture: https://www.youtube.com/watch?v=5mR6e-uhR7c - TeamSTEPPS: Introduction to the Fundamentals of TeamSTEPPS Concepts and Tools: https://www.youtube.com/watch?v=fxlRtpzsUug - Swiss Cheese Model: https://www.youtube.com/watch?v=MfWpMrEOlJ8	
Student Evaluation of Clerkship Rotation	Students will submit their rotation evaluations electronically at the conclusion of every rotation by accessing the Medtrics system: https://msucom.medtricslab.com/users/login/. By the last week of each rotation, students will receive an automated email link connecting them to their assigned evaluation. Students can also access pending evaluations on the 'Home' or 'Evaluations' tabs within their Medtrics accounts.	Last day of Rotation

ROTATION EVALUATIONS
Student Evaluation of Clerkship Rotation
Students will submit their rotation evaluations electronically at the conclusion of every rotation by accessing the Medtrics system: https://msucom.medtricslab.com/users/login/. By the last week of each rotation, students will receive an automated email link connecting them to their assigned evaluation for the respective rotation. Students can also access their pending evaluations on the 'Home' or 'Evaluations' tabs within their Medtrics accounts.

CORRECTIVE ACTION
There is no corrective action available for this course.

As determined by the IOR, the student will receive an N grade for the course if all assignments are **not completed** successfully by last day of rotation at 11:59pm. Additionally, a letter of unprofessional behavior for late submission of assignments will be sent to the MSUCOM Spartan Community Clearinghouse.

STUDENT RESPONSIBILITIES AND EXPECTATIONS
Any issues that students may experience trying to complete the requirements of this course should be communicated to the course assistant, Mr. Eric Dunckel prior to any deadline.

MSU COLLEGE OF OSTEOPATHIC MEDICINE STANDARD POLICIES
The following are standard MSUCOM policies across all Clerkship rotations.

CLERKSHIP ATTENDANCE POLICY
MSUCOM requires student participation in clerkship rotations and clinical activities with consistent attendance to acquire the skills and knowledge necessary for successful program completion. This policy will define the policy and procedures regarding absences for clerkship activities. [Clerkship-Absence-Policy.pdf (msu.edu)](https://msu.edu)

POLICY FOR MEDICAL STUDENT SUPERVISION
The MSUCOM curriculum includes required clinical experiences in a variety of clinical learning environments. The Medical Student Supervision Policy outlines all supervision agreements and expectations. [Clerkship Medical Student Supervision Policy.pdf](https://msu.edu)

MSUCOM STUDENT HANDBOOK
The Student Handbook is published electronically by MSUCOM for students in the Doctor of Osteopathic Medicine program. This handbook does not supersede other Michigan State University or College of Osteopathic Medicine policies, regulations, agreements, or guidelines. https://osteopathicmedicine.msu.edu/current-students/student-handbook.

COMMON GROUND FRAMEWORK FOR PROFESSIONAL CONDUCT
The Common Ground Framework provides the MSUCOM community with a reminder of the unity of mind, body, and spirit that underlines the field of osteopathic medicine. The framework is a set of guiding, foundational principles that underpin professional conduct and integrity and applies to all professionals at work within the shared college community, independent of their specific roles or responsibilities. https://osteopathicmedicine.msu.edu/about-us/common-ground-professionalism-initiative

MEDICAL STUDENT RIGHTS AND RESPONSIBILITIES
The rights and responsibilities of students enrolled in MSUCOM are defined by the medical colleges of Michigan State University, including the College of Osteopathic Medicine, the College of Human Medicine, and the College of Veterinary Medicine. Students enrolled in the professional curricula of these colleges are identified as "medical students." These colleges collectively define "Medical Student Rights and Responsibilities" (MSRR). This document addresses academic rights and responsibilities, governance, procedures for complaints, due process, and other topics. The current version is available on the MSU Spartan Life website at the address below: http://splife.studentlife.msu.edu/medical-student-rights-and-responsibilites-mssr

MSU EMAIL
MSU email is the official communication from faculty and staff to students and students are responsible for checking it daily and maintaining their MSU email accounts so that messages can be received.

Forwarding MSU email to another email account or failure to check email are not valid excuses for missing a deadline or other requirements of the DO program.

Further, students must use secure email when working in a hospital, clinic, or other health care setting if discussion of patient information is involved. MSUNet (msu.edu) email is secure; many web-based email systems including Hotmail, Gmail, and Yahoo are not. https://osteopathicmedicine.msu.edu/current-students/student-handbook.

DUTY HOURS AND FATIGUE MITIGATION

The accreditation standards for graduate medical education programs include restrictions on the duty hours of residents. Additionally, institutions are expected to promote a clinical learning environment in which duty hours are monitored and strategies exist to mitigate the effects of fatigue. Clerkship Duty Hours and Fatigue Mitigation Policy.pdf

STUDENT EXPOSURE PROCEDURE

A protocol has been developed by the University Physician to report incidents of exposure, e.g., needle sticks, mucous membrane exposure, tuberculosis exposure, etc., and it may be found here: https://osteopathicmedicine.msu.edu/current-students/clerkship-medical-education/injury-and-property-damage-reports

Contact Associate Dean for Clerkship Education, Dr. Susan Enright (enright4@msu.edu), if exposure incident occurs.

COURSE GRADES

P/Pass – means that credit is granted, and that the student achieved a level of performance judged to be satisfactory by the department according to the student's didactic and clinical performance.

NGR/No Grade Reported – means that a final grade ('Pass' or 'No Grade') cannot be determined due to one or more missing course requirements. The NGR grade will be changed to a final grade once all the completed course requirements have been submitted to and processed by MSUCOM (either to the department or Clerkship Team). An 'NGR' grade will NOT remain on a student's transcript.

N/No Grade – means that no credit is granted, and that the student did not achieve a level of performance judged to be satisfactory by the department according to the student's didactic and clinical performance.

N Grade Policy
Students who fail this rotation will have to repeat the entire rotation and fulfill all (clinical and academic) requirements.

STUDENT ACCOMMODATION LETTERS

Michigan State University is committed to providing equal opportunity for participation in all programs, services, and activities. Requests for accommodations by persons with disabilities may be made by contacting the Resource Center for Persons with Disabilities (RCPD) at 517-884-RCPD, or on the web at www.rcpd.msu.edu. Once a student's eligibility for (clinical and/or testing) accommodation(s) are determined, the student may be issued an Accommodation Letter. Students must present their letter to the Clerkship Team (COM.Clerkship@msu.edu) at the start of the semester in which they intend to use

their accommodations (for tests, projects, labs, etc.). Accommodation requests received after the semester onset will be honored whenever possible.

If modifications, updates, or extensions to an existing letter are made after the semester begins, it is the responsibility of the student to submit the newest version to the Clerkship Team if he/she intends to utilize the accommodation going forward.

SUMMARY OF GRADING REQUIREMENTS

Requirement	Submission Method	Pass	No Grade Reported	No Pass
Meeting with IOR or Course Assistant	Students are required to meet with either Dr. Enright or the Course Assistant to have a brief zoom meeting regarding the course requirements. Students will be sent zoom information by the course assistant.	Attending the meeting on the assigned date and time	N/A	Failure to attend the mandatory meeting with IOR or Course Assistant, and no notification or plans to make up.
Completion of all IHI Open School Basic Certificate in Quality and Safety The Institute for Healthcare Improvement Open School is located at www.IHI.org. The student will need to register (free for students) at IHI.org. The Basic Certificate in Quality and Safety is located under virtual training	The student will need to submit the completed certificate for the course as an upload to the D2L course site. Students will need to complete each module near the time expected per the IHI website. (Example: if the module is expected to take 1 hour, it will be unacceptable for the student to spend significantly less time in the module) The student is expected to be within 15 minutes time in the module that what is published on the website.	Submission of IHI Open School Basic Certificate in Quality and Safety by 11:59PM on the last day of week 1 (due on Sunday after a Monday rotation start date).	N/A	Failure to submit IHI Open School Basic Certificate in Quality and Safety by 11:59 pm on last day of rotation.
Additional Assignments – Students need to view these videos in their entirety.	Josie King Story: https://www.youtube.com/watch?v=E4nQ7qP02rQ Just Culture: https://www.youtube.com/watch?v=5mR6e-uhR7c TeamSTEPPS Introduction to the Fundamentals of TeamSTEPPS Concepts and Tools: https://www.youtube.com/watch?v=fxlRtpzsUug	Watch all of the assigned videos in their entirety by 11:59 pm on the last day of the rotation.	N/A	Failure to watch all of the assigned videos in their entirety by 11:59 pm on the last day of the rotation.

Requirement	Submission Method	Pass	No Grade Reported	No Pass
	Swiss Cheese Model: https://www.youtube.com/watch?v=MfWpMrEOIJ8			
Student Evaluation of Clerkship Rotation	Can be accessed and submitted electronically by students within the dashboard of their Medtrics profiles	Submission of Student Evaluation of Rotation by 11:59 pm on last day of rotation.	Students **will** receive an NGR grade if the student evaluation of the module is not completed.	Students will not fail OST 620 for not completing the student evaluation; however, their grade will remain an NGR until it is completed.