Delivering Patient Safety - FAQ

1) Does the program reflect the new WHO Guidelines on curriculum for Patient Safety Training?

We have been cautious about directly linking the series to individual initiatives, of which there are many around the world. The aim of the series is to help establish the kind of paradigm change where such initiatives can prosper. In improving outcomes in high-hazard endeavours, there is an observable pathway to success.

Leadership drives the Values >

Values drive the Behaviours >

Behaviours drive the Performance >

Performance drives the outcomes.

Many well-intentioned initiatives stall because there is an attempt to insert them at the level of Performance without addressing questions of Leadership and Values. ***Delivering Patient Safety*** aims to provide accessible and effective means of engaging with each of these elements; from strategic leadership to hands-on performance in the frontline.

2) How long do each of the modules take?

a) Facing the Facts – 19.57mins

b) Changing the Culture -20.19mins

c) Why Things Go Wrong – 22.03mins

d) Building Resistance to Error – 20.16mins

e) A Safer System – 20.28mins

3) If we did purchase can we load onto our intranet for our staff or are the permissions one CD/user?

There is team web access for multiple users - Team Web Access is where you access the DVD and support material plus one can add quizzes etc. online via a website – www.patientsafety.tv   Everyone would login and be able to see all the video content, training content, add quizzes and whatever else you want to have can be uploaded here – This is Moodle which enables you to be like Big Brother, watch what all the users are doing, receive record of completion for each stage completed, real time widgets detailing Patient Safety etc.

4) Is the training package supported by any nationally recognised healthcare bodies?

Typically in USA and the UK, bodies are adverse to endorsing, the sales and global uptake speaks for itself.

5) Is it similar/ based on the IHI online training package for Human Error?

No

6) Who developed the training? Is it psychologists, surgeons, clinicians, human factors graduates?

Developed in conjunction with Professor James Reason, the NHS, the USA – Lucian Leape MD of Harvard Public Health, Professor Charles Vincent from Imperial College; Don Berwick MD of Institute for Healthcare Improvement; Department of Health, Royal College of Nursing, Hospitals, Royal College of Surgeons etc.

Delivering Patient Safety - FAQ

7) Could you please advise how long the online version of the program would take to complete, and if this is able to be done by individual staff as a self-directed learning package?

The aim has been to provide as flexible package as possible. It is capable of being used in a number of configurations according to local circumstances - for example on a daily or a weekly basis. In terms of running time: each programme us around18 minutes long add to that up to 1 hour for the support materials and self-assessment modules and you have a total of roughly 1 1/2 hours per module - or some seven hours in total. Of course people tend to make their own pace so these are only approximations.