



# Regulatory & Accreditation Basics 101 Course: Knowledge Dissemination to Supervisory and Front-line Staff

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## Description

Standards from CMS, the Department of Health, and The Joint Commission all focus on quality of care and patient safety. Compliance with these standards can be enhanced through staff education. PSHMC developed a course to introduce staff to the basics of regulatory and accreditation standards compliance utilizing organizational experts to teach the rationale behind the standards and to provide staff with practical knowledge that will be shared with their colleagues. PSHMC is developing a core group of individuals who can serve as quality and patient safety champions as well as regulatory and accreditation compliance resources at the local level.

## Project Aim

To increase quality of care, patient safety, and regulatory and accreditation standards compliance through staff education.

## Project Strategy

- Present Regulatory and Accreditation standards and best-practice guidelines in 12 classes
- Provide resources and personal PSHMC contacts for future regulatory and accreditation questions
- Capstone Experience: apply new knowledge in a unit survey situation



## Actions Taken

An inter-disciplinary team presented twelve classes. State, Federal, The Joint Commission and professional organizations served as the content sources. Each participant received additional reading materials and homework assignments. A unit survey capstone experience completed the course. We promote application of this education in their assigned unit.

## Summary

Education increased participants' knowledge and resulted in patient safety improvements in their work areas. Course participation exceeded expectations and to date 28 individuals have completed all course requirements. Evaluations resulted in modification to course format and topics. Positive course experiences resulted in recommendations to other staff for future course enrollment.

### PSHMC Regulatory and Accreditation Basics 101 Course 4 Course Sessions August 2013 - November 2014

#### Course Structure:

- Each course session has 12 individual topic classes
- Each class is 60 minutes
- Participant Enrollment: may complete the entire course or may attend specific topics of interest

#### Course Completion Elements:

- attendance/participation in 12 topic classes
- a 1.5 hour capstone unit survey experience
- receive of course completion certificate

#### To Date:

- Total Number of Participants: 62
- 28 participants (45%) completed the course
- 34 participants (55%) are attending classes for course completion

#### Total Number of Educational Hours Provided: 703

Course Topics	Presenters
Introduction	Manager Regulatory & Accreditation
Environment of Care	Fire Safety Specialist
Life Safety and Emergency Management	Fire Safety Specialist
Infection Prevention	Infection Prevention Coordinator
Provision of Care: Part 1	Clinical Nurse Educator
Provision of Care: Part 2	Clinical Nurse Educator
Medication Safety	Medication Safety & Compliance Specialist
Patient Safety and Risk Management	Risk Management Liaison
Record of Care and Waived Testing	Assistant Director, HIS & Coordinator, QI/Compliance
Human Resources	Human Resources Liaison
National Patient Safety Goals and Performance Improvement	Regulatory and Accreditation Specialists
Rights of the Individual	Manager Regulatory & Accreditation

