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.