

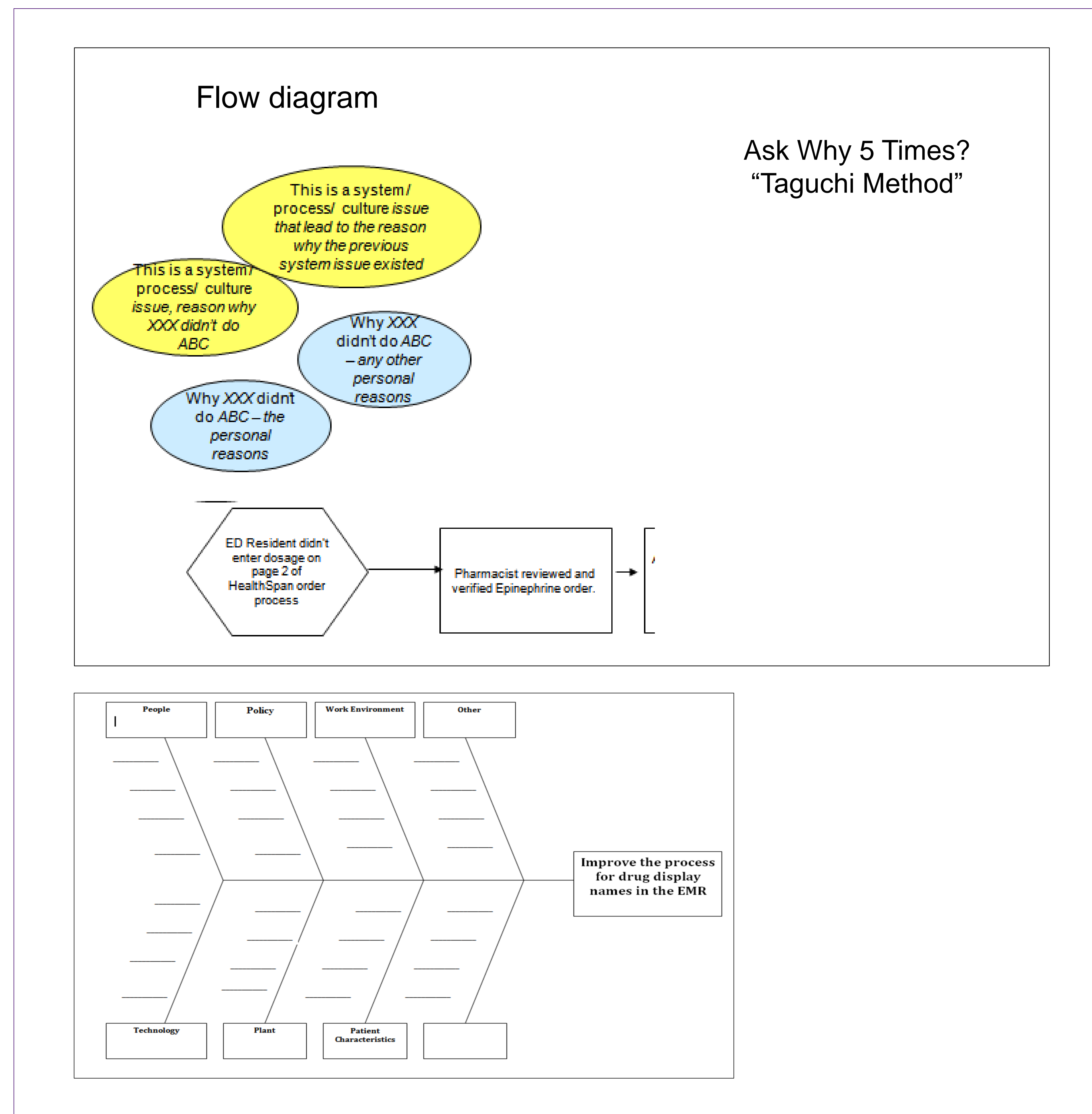
RATIONALE/NEED

- Systems-based practice is a difficult core competency to teach and assess.
- It requires understanding the relationship between medical care, the health care system, cost-effectiveness, and patient safety.
- Root cause analysis (RCA) is standard tool to review unexpected outcomes.
- Participation in an actual RCA is stressful which limits the educational value.
- Using results of simulated RCA can reinforce techniques for process improvement.

METHODS/DESCRIPTION

- 4 hour workshop for M4 students during Transition to Residency
- Small group facilitated discussion with large group report out
- Didactic review of human and system errors
- Simulated Root Cause Analysis
 - Previously investigated event
 - Serious safety event
 - Focus on medical staff issues
 - Simulated interview of resident and attending physicians
 - Determine inappropriate acts
 - Determine human errors
 - Determine system failures
 - Compare results to original RCA
- Didactic review of process improvement
- Use improvement tools to design intervention to mitigate error
 - Aim statement
 - Fishbone diagram
 - Design test of change

WORKSHEETS



EVALUATIONS

Response	Responses
Excellent	22% (11)
Good	39% (19)
Average	22% (11)
Fair	12% (6)
Poor	4% (2)

RESULTS

- Almost 80 students participated
- Students were able to identify human and system errors
- Students were engaged in simulated interview through active questioning
- Facilitation allowed students to gain understanding of system issues
- Students were able to develop ideas for process improvement

IMPACT/LESSONS LEARNED

- Using real case was well received
- Students tend to focus on individual errors and need to be refocused to systems errors
- Lack of system knowledge impaired student's ability to completely identify system issues
- Difficult to cover errors and process improvement in single session
- Additional facilitators would be helpful for such a large group
- Engaging M4 students in March can be challenging

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