Mission Statement

The mission of the Department of Health and Human Services (HHS) is to protect the health of all Americans and provide essential human services, especially for those who are least able to help themselves.

1.1 Background

The Centers for Medicare & Medicaid Services (CMS) Survey & Certification (S&C) Group, in conjunction with the Veteran’s Administration (VA) National Center for Patient Safety, have worked together to develop the Fundamentals of Patient Safety in Hospitals online course. This course is designed to provide health care facility surveyors and reviewers who assess compliance with Medicare health and safety standards with a foundation in the basic principles and tools of the discipline of patient safety. It includes a number of concrete examples of strategies employed by hospitals to improve patient safety.

Unlike other CMS S&C training courses, this course is not intended to train surveyors in assessing compliance with specific Medicare Hospital Conditions of Participation (CoPs). This course content is not to be confused with, or considered, official CMS guidance. However, this course will be an essential support tool to the Hospital Surveyor basic training program, in that it provides hospital surveyors and reviewers with fundamental background information about patient safety that will be helpful in understanding and assessing compliance with the patient safety aspects of the Quality Assessment and Performance Improvement (QAPI) CoP. Just as a surveyor must understand basic principles of infection control in order to assess a hospital's compliance with the Infection Control CoP, surveyors must also understand the fundamentals of the disciplines of patient safety and quality improvement to assess compliance with the QAPI CoP.

The course brings the patient safety expertise of many different individuals, organizations, and government agencies to our desktops. The CMS S&C Group would like to recognize and thank all of these individuals, organizations, and government agencies for their contributions to the course, and the VA National Center for Patient Safety, for helping us to bring this course to you.

1.2 Course Goal

The goal of this course is to provide State Agency (SA) and Regional Office (RO) hospital surveyors with fundamental information about patient safety so that they have a common background and context for understanding the patient safety aspects of QAPI CoP.

Please note that this is not a course on the hospital survey process or how to use the survey tool for assessing compliance with the QAPI CoP or any other regulation. Although patient safety is examined within the context of hospital regulations, this course does not address how to survey for compliance for any CoPs.

1.3 Course Description

This online course is designed to provide State Agency (SA) and Regional Office (RO) hospital surveyors with knowledge about patient safety so that you have a common background and context for understanding the patient safety aspects of the Quality Assessment and Performance Improvement (QAPI) Condition of Participation (CoP) for hospitals. This course introduces patient safety and places it in the context of the
QAPI CoP for hospitals. It examines the fundamental concepts and principles that shape current approaches to patient safety. It illustrates ways that hospitals translate those fundamentals into practice. And, it provides an orientation to web-based patient safety resources.

1.4 Audience

This is a required course for state agency and regional office hospital surveyors and reviewers who will be surveying the hospital QAPI CoP. The course may be valuable on a voluntary basis to surveyors for other types of health care facilities subject to QAPI requirements as well.

Please note that this is not a course on the hospital survey process or how to use the survey tool for assessing compliance with the QAPI CoP or any other regulation. Although patient safety is examined within the context of hospital regulations, this course does not address how to survey for compliance for any CoPs.

1.5 Course Objectives

The objectives for this course are to:

- Identify concepts and principles fundamental to patient safety.
- Recognize ways that hospitals translate those fundamentals into practice.
- Identify and use web-based patient safety information resources.

1.6 Module and Lesson Outline

Fundamentals of Patient Safety in Hospitals Course has four learning modules. Here is an outline of the modules and lessons that you will learn about in this course:

Module 1: What’s New About Patient Safety and Hospital Regulation

- Lesson 1: Introduction to Patient Safety
- Lesson 2: The Quality Assessment and Performance Improvement Condition of Participation: Shifting Focus

Module 2: Concepts and Principles

- Lesson 1: Patient Safety Basics
- Lesson 2: Human Factors Engineering Basics

Module 3: Translating Patient Safety Fundamentals into Practice

- Lesson 1: Identification Tools
- Lesson 2: Measurement and Tracking Tools
- Lesson 3: Analysis Tools
- Lesson 4: Mitigation and Prevention Tools
- Lesson 5: Safety Culture Tools

Module 4: Patient Safety Resources

- Activity 1: The Infection Control Alphabet
- Activity 2: ALERT!
- Activity 3: Exploring Human Factors
• Activity 4: Health Information Technology (HIT): Resources and Risks
• Activity 5: Toolkits and Cognitive Aids

1.7 Course Design

This course is designed to provide SA and RO hospital surveyors and reviewers with basic knowledge about patient safety to support their role in surveying the hospital QAPI CoP. The online course consists of the following required components:

• Pre-Test
• Four learning modules, with lessons, topics, and practice questions
• Post-Test*
• Course Evaluation

*In order to successfully complete this course, learners must complete each of these required components and pass the Post-Test with a minimum score of 80 percent. Learners are allowed three attempts to pass the Post-Test.

1.8 Online Course Progression

Each module in the Fundamentals of Patient Safety in Hospitals Course contains one or more lessons. From the Surveyor Training Website (STW), learners will select Fundamentals of Patient Safety in Hospitals from My Courses and then select Launch the Course from the information screen to begin. Learners will select the phase and then the module. Each module is listed as a separate menu item within the course.

It is recommended that learners complete the modules in the order they appear. Once a module is selected, learners will progress through each lesson within the module as designated on the Module Menu frame.

Upon completion of each module, learners may exit and select the next module from the STW website.

1.9 Pre-Test

Your first task in the online course is to complete the Pre-Test:

• Do not study for the Pre-Test.
• You do not need to achieve a passing score on the Pre-Test. We expect that Pre-Test scores will be low. Its purpose is to measure your baseline knowledge.
• We will compare a learner's Pre-Test and Post-Test scores to help us gauge the effectiveness of the course.

1.10 Post-Test

Details about the Post-Test are provided for you below:

• The Post-Test is an open book exam.
• Note that if you exit the exam to look up a resource or to review the learning module again, it will exit you from the exam and it will count as an attempt.
• You are allowed three attempts to pass the exam during the month you are enrolled.
• If you do not pass the exam with a minimum score of 80 percent on the first try you may choose from the following options:
  o Take a break.
  o Review the lessons, practice questions, and resource materials again.
  o Engage in additional self-study as needed.
  o Talk with your Training Coordinator or supervisor to arrange time to review the material.
  o Retake the exam when you are ready, up to two additional times during the month you are enrolled.
• The score for your last attempt will be the final score to determine Mastered or Unmastered status.
• If you do not successfully pass the Post-Test within three attempts, you may enroll in another course and repeat the entire course.

Contact the Help Desk if you encounter any technical problems.

1.11 Estimated Contact Time (To Complete the Online Course)

Estimated contact time (often referred to as “seat time”) refers to the amount of time the average learner would require to view all of the course content and participate in the online activities. A seat time of approximately 27 hours is estimated for this online course.

1.12 Learner Participation

In addition to reviewing the self-paced course content displayed on the Surveyor Training Website, you will demonstrate a level of participation by responding to practice questions and accessing additional information through hyperlinks.

1.13 Knowledge Checks

The knowledge check questions are a type of interaction presented throughout each lesson. They help you assess your learning, to see if you have met the learning objectives for that lesson. After you complete a knowledge check question, you will be provided with immediate feedback regarding the accuracy of your response.

For correct responses, you will be told that your response is correct, and given the reason why. For incorrect responses, you will be told that your response is incorrect and given the correct response and a reason why.

1.14 Keeping Track of Course Completion: Bookmarking

Learners may exit a module at any time. The system will record the point of exit and generate a bookmark. When they return to the module, they will be automatically directed to the frame at which they left off.

Additionally, a printable Bookmarking Tool is provided in the Course Introduction that can be used to manually keep track of your progress.

1.15 Media and the Course

This course uses a number of media resources including web pages and PDF documents. The minimum computer requirements section of this syllabus (section 1.17) identifies Adobe Acrobat as required software for this course. Having this program is the first step to accessing the media in this course.
1.16 Recommended Minimum Computer Configuration

The following computer configuration is required for you to access your online classroom via the STW learning environment. If your computer does not have the proper hardware, STW may run slowly or may not run at all. Prior to running the course on your computer, compare your current system configuration with the system requirements below:

Hardware Minimum Requirements

- 1.5 GHz CPU or greater with minimum of 1GB RAM
- Network adapter: LAN (Ethernet) or wireless (WiFi)
- DSL or cable broadband Internet (Dial up not compatible)
- 3G & 4G connections not recommended when taking tests
- CD/DVD drive and speakers may be required; refer to course requirements

Operating Systems Requirements

- Windows Vista, 7, or 8
- MAC OSX 10.7 or later

Browser Requirements:

The following tables highlight the new platform and browser configurations tested for SP October 2014 using the following support terms:

- Supported: Supported by the vendor and STW.
- Unsupported: Unsupported by the vendor or not supported by STW.

### Microsoft Windows Operating Systems

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### Android 4.2.2 (or later)

**Plug-ins**

For this course, Acrobat Reader is required for PDF files.

**Computer Monitor Screen Resolution**

This course is best viewed with a screen resolution of 1024x576. For help changing your monitor’s resolution, contact the Help Desk.

### 1.17 Copyright Warning

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