

Graduate School of Nursing, Midwifery & Health

Te Kura Tapuhi Hauora



www.victoria.ac.nz/nmh/



FACULTY OF HUMANITIES AND SOCIAL SCIENCES

2014

HLTH 526: Patient Safety and Risk Reduction

30 points

Trimester 1 2014

**Course Coordinator:
Dr Brian Robinson**

Important Dates

Trimester 1

Trimester dates: 3 March 2014 – 2 July 2014

Mid-Trimester break: 18 April 2014 – 4 May 2014

Withdrawal dates: Refer to www.victoria.ac.nz/students/study/withdrawals-refunds. If you cannot complete an assignment or sit a test or examination, refer to www.victoria.ac.nz/students/study/exams/aegrotats.

TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI



IMPORTANT NOTICE

The Graduate School of Nursing, Midwifery & Health at Victoria University of Wellington, uses all reasonable skill and care in an effort to ensure the information and course content information contained in this outline is accurate at the time of distribution.

Students should be aware, however, that in the event course timetables and venues need to be changed, all attempts will be made to notify the students.

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Section 1: Operational Information

Course Coordinator & Contact Details

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Wellington 6242

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Wellington Regional Hospital
Riddiford St, Newtown
Wellington 6021

Office Hours

The Graduate School office will be open Monday 6 January 2014 and close on Friday 19 December 2014 from 9.00am – 4.00pm weekdays.

In keeping with the practice of other years, academic staff will not be available on Fridays, except for the times they are involved in Schools. Please contact the course coordinator directly either by telephone or email should you wish to make an appointment or discuss course related issues.

School Dates and Locations

1st School

Dates: Thursday 6 and Friday 7 March 2014

Times: 9am – 5pm daily

Venue: CS802, Level 8, Clinical Services Building, Wellington Regional Hospital, Riddiford St, Newtown, Wellington

2nd School

Dates: Tuesday 6 and Wednesday 7 May 2014

Times: 9am – 5pm daily

Venue: CS803, Level 8, Clinical Services Building, Wellington Regional Hospital, Riddiford St, Newtown, Wellington

Section 2: Academic Requirements

Communication of Additional Information

All course information and information on changes that occur during the course will be conveyed to students via Blackboard or student Victoria University of Wellington email.

Course Prescription

This course is designed to develop knowledge related to patient safety within the international health care arena. Research related to adverse events and strategies to improve patient safety and reduce risk provide the key content.

Course Content

Students will be encouraged to articulate in discussions their experiences and understanding of adverse events across healthcare settings. This will include:

- Patient safety
- Clinical risk

Topics covered within the course will focus on developing knowledge and understanding within the following areas:

- Human factors and human error
- Human factors in healthcare
- High risk organisations and high reliability organisations
- Healthcare systems as complex organisations
- The cost of adverse events in healthcare
- Analysis and learning from errors and systems failures
- Multidisciplinary teams and inter-professional communication
- Communication with patients and their families
- Open communication / open disclosure
- Managing and mitigating clinical risk; improving the safety of patient care

Course Learning Objectives (CLOs)

Students who pass this course should be able to:

1. Demonstrate knowledge and comprehension of national and international concerns with regard to patient safety
2. Articulate the causes and mechanisms of adverse outcomes in healthcare
3. Identify the principles of clinical risk and patient safety
4. Demonstrate an understanding of the skills, tools and techniques for identifying, managing and minimising adverse clinical events and outcomes
5. Communicate objectively and effectively on issues related to patient safety and clinical risk

Teaching Format

There will be 4 School days held in Wellington which will be delivered in two blocks of 2 days each over one trimester. The days will be a mix of lectures, tutorials and small group activities. A distance component supported by Blackboard forms part of the course and supports the development of the content delivered in the school.

Nursing Council of New Zealand Nurse Practitioner Competencies This Course Meets (NCNZ 2008)

- 1.1 Practices within a nursing model to apply advanced nursing practice in the provision of health care services to client/population groups.
- 1.3 Demonstrates nursing leadership that positively influences the health outcomes of client/population group and the profession of nursing.
- 3.3 Actively involved in quality assurance activities that monitor and improve the quality of health care and the effectiveness of own practice.

Mandatory Course Requirements

In addition to achieving an overall pass mark of 50%, students must:

1. Attend all Schools unless under special circumstances prior arrangements have been made with the course coordinator.
2. Complete all pieces of assessment.

Workload

As a guide each 30-point course at the Graduate School requires students to allocate approximately 10 hours per point for self-directed study, research, assessments and attendance at Schools. Consequently 300 hours should be spread evenly over the 12 week trimester, break, study week and exam period. This course comprises approximately 30 hours of course contact time for lectures. The amount of time you should notionally assign to the completion for each of the assignments is as follows:

1. Assignment Number One: Written assignment (35%): 90 hours
2. Assignment Number Two: Written assignment (40%): 110 hours
3. Assignment Number Three: Blogs (25%): 70 hours

Blackboard Information

Students enrolling for this course will need access to the Victoria University of Wellington flexible learning system (Blackboard) via the Internet.

Blackboard is an online environment that supports teaching and learning at Victoria by making course information, materials and learning activities available online via the internet. Blackboard provides web-based access to course content, assessment, communication and collaboration tools. Instructions for using this will be provided as part of timetable during the 1st School. Students will need to be able to access the Internet on a regular basis.

The following software, which is necessary for using material on Blackboard, is freely available to download from the internet if you don't already have it:

- Netscape Communicator v 4.78 or higher (v. 7.1 recommended) OR
- Microsoft Internet Explorer v. 5.2.x or higher
- MS Windows 2000 or XP/ MacOS 9 or Mac OS X.2 or higher

Other software: Adobe Acrobat Reader - free download from <http://www.adobe.com/products/acrobat/>

Microsoft Office or Microsoft Viewers. The viewers can be downloaded free of charge from:
<http://www.microsoft.com/office/000/viewers.asp>

Computer skills required:

- Internet browsing skills
- Basic word processing skills

How to log onto Blackboard

- Open a web browser and go to myVictoria.ac.nz
- Enter your account username which you can find in your *Confirmation of Study* sheet
- It is usually made up of 6 letters of your last name and 4 letters of your first name
- Enter your password. If you have never used Victoria computer facilities your initial password is your student ID number
- Click on the Blackboard icon
- Alternatively, if you want to access Blackboard without going through the myVictoria portal, just log on at <http://blackboard.vuw.ac.nz>

Off Campus access

Blackboard is available from any location where you can access the Internet. This may be your home, work or an Internet café.

Problems with access? Contact ITS service desk **04 463 5050**

Section 3: Assessment Information

Approval is required in writing from the course coordinator if you wish to use work you have submitted from a previous course or have written for your organisation. Marking criteria for each assessment will be posted on Blackboard.

Assessment items and workload per item		%	CLO(s)	Due date
1	Literature Critique	35%	1, 2, 3, 5	7 April 2014
2	A strategy to improve patient safety and/or reduce clinical risk	40%	2, 3, 4	12 May 2014
3	Blog: If you had to choose one patient safety or risk reduction strategy to improve healthcare outcomes, which one would it be?	25%	1, 4, 5	Part A: 3 June 2014 Part B: 16 June 2014

Assignment Number One

Assignment Name: **Written Assignment: Literature Critique**

Due Date: The entire assignment must be completed by **5.00pm Monday 7 April 2014**

Word limit: 3000 words

This assignment is worth 35% of your final grade.

This assignment is designed to undertake an in depth exploration of current issues affecting patient safety and risk reduction.

A selection of papers and reports related to patient safety and risk reduction will be loaded or links provided on the Blackboard site at the end of the first school. You are to choose one or more of these papers and reports to individually or collectively critique within this assignment. Your essay must include an appropriate literature review and referencing to support your critique.

This assignment meets learning objectives: 1, 2, 3 & 5

Please submit this assignment via Blackboard.

Assignment Number Two

Assignment Name: **Written assignment. A strategy to improve patient safety and/or reduce clinical risk**

Due Date: **5.00pm Monday 12 May 2014**

Word limit: 3500 words

This assignment is worth 40% of your final grade.

This assignment is based on a strategy formulated on the identification and management of an actual, potential or perceived patient safety or clinical risk issue from a clinical area.

Strategy

Students are to identify and describe a threat to patient safety and clinical risk within a clinical area (e.g. hand washing, patient observations, staff shortages, equipment issues, communication).

Students should describe a mitigation plan that has been designed and applied. The strategy should include an introduction to the perceived patient safety issues and clinical risks, a review of other strategies considered and the potential clinical risks and outcomes. The clinical context should be explained and supporting data provided. A review of the pertinent literature in terms of all relevant and perceived issues should be provided. It is also important to consider confidentiality issues of the patients, families, health professionals and organisations involved.

A detailed strategy which incorporates a range of possible solutions to the problem should be described. The student should then describe the outcome(s) of the strategy and the method(s) used to evaluate outcome(s) and identify any on-going issues. This should include realistic recommendations and how strategies may be implemented by other organisations.

This assignment meets learning objectives: 2, 3 & 4

Please submit this assignment via Blackboard.

Assignment Number Three

Assignment Name: **Blog: If you had to choose one patient safety or risk reduction strategy to improve healthcare outcomes, which one would it be?**

Due Date: **5.00pm Monday 16 June 2014**

Word limit: 2000 words

This assignment is worth 25% of your final grade.

This assignment is based on consideration of all strategies that have been developed to improve patient safety and reduce clinical risk. You are invited to choose one strategy to champion and describe why you think it will have the greatest possible benefit.

In your blog you should describe the range of patients affected, how effectiveness of implementation can be reported, measurements of outcomes and compare and contrast to other strategies that have also formulated.

Your blog should refer to appropriate literature and public reports to support your choice ahead of other strategies. The blog does not require formal references or citations.

Part A- Strategy (10%)

Completion date- **5.00pm Tuesday 3 June**

You will provide a succinct 500 to 750 word evidence based strategy, guided by a specific patient safety issue or clinical risk. Your blog should indicate the significance of this risk and why this one strategy will be effective.

The contributions that make up this part of the assignment must be made by **5.00pm Tuesday 3 June**

Part B- Group generated discussion (15%)

Contribution dates- **5.00pm Monday 16 June**

A series of questions generated from the student blog responses in Part A of this assignment will then be posed for further group discussion. As part of the blog discussion for this part of the assignment, you must make a minimum of **one contribution to the blogs of four other students**. Each contribution should be approximately 200 words and also supported by pertinent literature and evidence base. You are encouraged to make as many contributions and responses to any of the blogs.

You should respond to the comments and responses to your own blog to generate discussion.

In Part B you *must* consider the question and strategy being posed and the responses of your peers on the subject being discussed.

All blogs in this assignment must be written in a scholarly manner.

The contributions that make up this part of the assignment must be made by **5.00pm Monday 16 June**.

This assignment meets learning objectives: 1, 4 & 5

This scholarly blog is to be completed on-line via Blackboard. Marking criteria will be posted on blackboard.

Submission and Return of Work

For submission details, please see individual assessment items. Student coursework assignments submitted by the due date will normally be returned with feedback within three weeks of the due date.

Extensions and Penalties

Extensions

An extension to a deadline will only be considered where there are extenuating circumstances. An application for an extension must be made by you in writing/e-mail to the course coordinator at least 24 hours before the due date. When communicating your request you must include the following information:

- Name, student number and contact details
- Course code
- Date of submission and request date for new submission
- Reason for extension request

Upon receipt of your request, course coordinators may grant an extension of up to 2 weeks. Any further request for an extension may require Head of School approval.

Penalties

Late assignments or assignments with extensions may be subject to delays in marking and may not receive comprehensive feedback.

A penalty will be incurred for late submission of work **where no prior arrangement** has been made as follows:

- Work submitted up to 7 days after the due date without an extension will receive a 2 grade penalty. For example a B+ to a B-.
- Work submitted 8-14 days after the due date without an extension will receive a 4 grade penalty. For example a B+ to a C.
- Work submitted more than 15 days late without an extension will not be marked and will receive an 'E' (fail) grade.

Other marking penalties

Assignments may also be penalised for poor presentation and for exceeding or being below the word limit by 10%.

Section 4: Additional Information

Set Texts

Vincent, C. (2010). *Patient safety* (2nd ed.) Oxford: Wiley-Blackwell

You will be required to work from the required text in preparation for and during school days.

This text is available for purchase online from: www.vicbooks.co.nz.

Copies may also be obtained online from [http://www.fishpond.co.nz/](http://www.fishpond.co.nz) or <http://www.amazon.com/>

Recommended Reading

Kohn, L.T., Corrigan, J. M. & Donaldson, M. S. (1999). *To err is human: Building a safer health system*. Washington: National Academy Press

This can be accessed from the following website: http://www.nap.edu/catalog.php?record_id=9728

Flin, R., O'Connor, P., & Crichton, M. (2008). *Safety at the sharp end: a guide to non-technical skills*. Aldershot: Ashgate Publishing Ltd.

Pre-Readings

Links to articles will be made available via Blackboard

Recommended Websites

<http://www.hqsc.govt.nz/>

<http://www.who.int/patientsafety/en/>

<http://webmm.ahrq.gov/>

<http://www.npsf.org/>

<http://www.npsa.nhs.uk/>

<http://www.ahrq.gov/qual/errorsix.htm>

<http://www.patientsafety.gov/>

<http://www.nlm.nih.gov/medlineplus/patientsafety.html>

<http://www.apsf.net.au/>

<http://www.patientsafetyinstitute.ca/English/Pages/default.aspx>

<http://www.midstaffspublicinquiry.com/report>

<https://www.gov.uk/government/publications/berwick-review-into-patient-safety>

Student Feedback

Enhancements made to this course, based on the feedback of previous students, will be covered during the course.

Student feedback on University courses may be found at www.cad.vuw.ac.nz/feedback/feedback_display.php.

Other important information

The information above is specific to this course. There is other important information that students must familiarise themselves with, including:

- Academic Integrity and Plagiarism: www.victoria.ac.nz/students/study/exams/integrity-plagiarism
- Aegrotats: www.victoria.ac.nz/students/study/exams/aegrotats
- Academic Progress: www.victoria.ac.nz/students/study/progress/academic-progress (including restrictions and non-engagement)
- Dates and deadlines: www.victoria.ac.nz/students/study/dates
- FHSS Student and Academic Services Office: www.victoria.ac.nz/fhss/student-admin
- Grades: www.victoria.ac.nz/students/study/progress/grades
- Resolving academic issues: www.victoria.ac.nz/about/governance/dvc-academic/publications
- Special passes: www.victoria.ac.nz/about/governance/dvc-academic/publications
- Statutes and policies including the Student Conduct Statute: www.victoria.ac.nz/about/governance/strategy
- Student support: www.victoria.ac.nz/students/support
- Students with disabilities: www.victoria.ac.nz/st_services/disability
- Student Charter: www.victoria.ac.nz/learning-teaching/learning-partnerships/student-charter
- Student Contract: www.victoria.ac.nz/study/apply-enrol/terms-conditions/student-contract
- Subject Librarians: <http://library.victoria.ac.nz/library/resources/subjectcontacts.html>
- Turnitin: www.cad.vuw.ac.nz/wiki/index.php/Turnitin
- University structure: www.victoria.ac.nz/about/governance/structure
- VUWSA: www.vuwsa.org.nz