Certified
Patient Safety
Professional Course

17 & 18th February 2018
CHENNAI

Venue:
Indian Society for Training & Development (ISTD)
No. 37, Nelson Manickam Road, Chennai. 600029, T.N.

Trainer:
Dr B Krishnamurthy
M.D., D.A., F.R.C.A.

Organized by

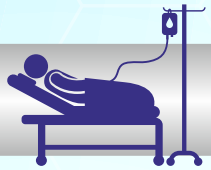
TwinTech Academy
Business Management Solutions Pvt. Ltd.
City office: Center for Medical Genetics Wing
(Collaborating Institution)
27, Taylors Road, Chennai – 600 010, Tamil Nadu, India.
www.chennaitwintech.com

Delegates will be awarded CME Credit points from
"The Tamil Nadu Dr MGR Medical University", Chennai

Introduction

- The modern health care delivery has become an intense, hyper complex, tightly interlinked and coupled activity, wherein the clinician providing the care needs continuous updates on the patients' condition, and is forced to work under compressed time constraints and with a high degree of accountability.
- On the one hand, the clinician is daily bombarded by
  - Ever increasing information on the diseases, laboratory tests, imaging studies, complex invasive procedures, biomedical equipment, new drugs and information technology.
- One the other hand,
  - Every day, is marred by the number of patient safety incidents reported.
  - Many lives are lost, violence against the clinicians follows, many are damaged beyond repair, enormous waste of resources occurs and the clinician is unwillingly forced to become a “second victim”.
- Occurrence of patient safety incidents erodes the trust between the clinicians and the patients and their relatives, leading to acrimonious litigations, astronomical compensation grants, unwarranted media attention, loss of business continuity and reputation.
- The science of patient safety is a young branch of medicine and does not find a place in the medical, nursing or technical curriculum. The clinicians are left, on their own, to seek and acquire this knowledge.

Course Objectives



- Ensure every clinician participant acquires the necessary knowledge, skills and attitude
  - To serve as a patient safety officer in their organization
  - To plan, document, implement and manage a comprehensive, hospital wide “**Patient Safety Programmme**”.
- The course shall enable the participant to:

a) Acquire the fundamental knowledge necessary to understand and deal with patient safety incidents on a day to day basis.

b) Understand the definition, monitoring, detection, analysis, correction and prevention of patient safety incidents.

c) Learn the common techniques and tools used in the monitoring, detection and analysis of patient safety incidents.

d) Identify and appreciate the human element involved in patient safety incidents, so as to avoid such behaviors.

e) Appreciate on the whole “patient safety incidents” as an inherent risk in health care delivery and learn to manage the risk scientifically.

Course Pattern

Certified Patient Safety Professional Course

The course consists of two major components:

A. "Pre Workshop Activity" and

B. "Workshop Activity"

A. Pre Workshop Activity

- The enrolled participants shall be provided with the following, through e mail;
  - A detailed report on eight patient safety incidents
  - A list of questions following each report.
  - A list of related discussion points on the particular case report which the participant can work on.
  - Support presentations, articles and references.
- The participants who take care to complete this activity will be able to understand the various topics very well during the workshop. The participants are therefore encouraged to devote time and do this activity earnestly. This will help them to derive maximum benefit from the workshop.

B. Workshop Activity

- All the participants will have to attend this activity
- This will consist of two days of group activity
- The faculty will create the 4 groups and will announce them on the day of the workshop. The groups may change during each session.
- Each group will consist of a minimum of 4 people and a maximum of 10. The group composition will ultimately depend on the professional category of registrants.
- Each day 4 – 5 cases shall be discussed (In 4 sessions)
- Any group can be allotted any case in any order
- Discussion will cover all aspects of the incident analysis and will also cover the questions already sent on to the participants through e mail. Other groups can take part in the discussion.
- The group can elect a leader. However, all the members of the team shall be required to take part in the discussion.
- It is preferable for the participants to have a laptop / smart phone / tablet with internet connectivity during this activity. This would help them to seek answers when required.
- The trainer will conduct and moderate the discussion. He shall be support and enrich the discussion with explanations, presentations and references, when found necessary.

Expected Outcomes

- The participants will be able to:
- To understand the reasons behind occurrence of patient safety incidents and learn to avoid slips, lapses and mistakes that commonly occur.
- To recognize at risk behavior and reckless behavior in themselves and others.
- To understand the need to work in teams, develop a safety culture and take part in becoming a high reliable organization.
- To learn the role of the individual and systems and processes in avoiding patient safety incidents and ensuring safety and participate wholeheartedly in the unit's patient safety programme.
- To start on their journey to become the Patient Safety officer of their organization

Target Participants

- All hospital workers involved in delivering health care to patients viz. doctors, nurses, technicians and technologists,
- Team leaders of various clinical departments
- Staff involved in quality and safety management, infection control, health care accreditation
- Members of top management who shape the organizations' policy and procedures regarding patient safety and health care quality.

Registration Details

- **The number of participants** : Limited to 40 registrations only & this will be purely on first come first served basis.
- All-inclusive Fees: INR 11,000/- (Inclusive of Taxes)
- Registration closes on : 10.02.2018 @ 6.00 pm
- Early Bird Discounts: 10% waiver for confirmed registration with full payment done on or before 25.01.2018
- After 10.02.2018 ad spot registrations : INR 12,000/- (Inclusive of Taxes)
- Group/ Institutional Discounts: 10% waiver for participants registering in a group of 3 or more (representing the same organization)

Work Shop Schedule

Day 1: 17th February, 2018

08.00 - 09.00	Registration & Inauguration
09.00 - 10.00	Case Discussion: No 1
10.00 - 11.00	Case Discussion : No 2
11.00 - 11.30	COFFEE BREAK
11.30 - 12.30	Case Discussion: No 3
12.30 - 13.30	Case Discussion: No 4
13.30 - 14.30	LUNCH
14.30 -16.00	Case Discussion: No 5
16.00 -16.30	COFFEE BREAK
16.30 -17.30	Open House

Day 2: 18th February, 2018

09.00 - 11.00	Case Discussion: No 6
11.00 - 11.30	COFFEE BREAK
113.0 - 13.30	Case Discussion: No 7
13.30 - 14.30	LUNCH
14.30 - 16.00	Case Discussion: No 8
16.00 - 16.30	COFFEE BREAK
16.30 - 17.00	Open House & Feedback
17.00 - 17.30	Distribution of certificates & Valedictory function

Each Case Discussion Would Cover the Following

- The questions 'that have been sent by e mail and answers for them.
- The additional learning points that have been sent through e mail
- Selected references that would help in learning the topic
- The following topics would be discussed as relevant to the case.

1 Definitions Related To Patient safety Incidents

Patient Safety Incident, Unsafe Acts, Error, Slip, Lapse, Mistake, Violations, Patient Safety, Hazard, Risk, Harm, Event, Accident, and Incident.,Adverse Event: Potential Adverse Event, Preventable Adverse Event, Ameliorable Adverse Event, Non Preventable Adverse Event, Negligent Adverse Event, Adverse Drug Event., Adverse Drug Reaction, Medication Error, Near Miss Event, No Harm Event, Mild Harm Event, Moderate Harm Event, Serious Harm Events, Sentinel Event.

2 Detection of Patient safety Incidents

Medical record review, Use of IHI global trigger tools, Incident reporting system, Mortality and morbidity review, Patient complaints & Litigation review, Patient safety indicator monitoring, Medication monitoring, Blood transfusion monitoring, Direct observation and supervision, Leadership safety walkabouts.

3 Analysis of patient safety Incidents

Stage I

- Reception of the information
- Creation of a first inquiry report
- Informing the patient safety officer
- Initial analysis by the patient safety officer
- Action based on initial analysis

Stage 2

- System review by a Multidisciplinary Team
- Review reports
- Review any additional information
- Interview all involved, all relevant
- Map the event
- Identify active failures
- Identify latent failures
- Identify error producing conditions
- Create and file report
- Inform Safety committee, quality Committee for follow up.

4 Correction & Corrective action

Correction & Corrective action based on full inquiry report

5 Prevention of Patient safety Incidents

- General comments
- Hazard identification and risk management
- The role of the top management
- Becoming a high reliability organization
  - Leadership commitment
  - Incorporation of a safety culture throughout the organization
  - Widespread adoption and deployment of highly effective process improvement tools
- Suggested Approach

About The Trainer

Trainer:
Dr B Krishnamurthy
MD, DA, FRCA

Dr B Krishnamurthy, MD, DA, FRCA is presently engaged as the Director, Quality Management Services, Sri Ranga Hospital, Chennai. He has been an empanelled assessor and Trainer for NABH. He is an Honorary Advisor to AHPI, approved medical expert for Bureau Veritas and is an associate member of CAHO.

He is an anesthesiologist and adult intensivist and has been trained in India and UK. He has 30 years of clinical experience in provision of acute care in Anesthesia, Adult Critical Care in various categories of hospitals that include State Government hospitals in Taluk, District and City levels, State and Central government managed Medical colleges, privately managed Medical colleges, Corporate HCOs, and County hospitals and Medical College Hospitals in UK.

For the last eight years, he has engaged in helping various hospitals set up Quality and Safety Management programmes and achieve certification and accreditation.

He is especially interested in using his experience in training health care workers in all forms of safety management and risk reduction in hospitals.

About the Organizer & TwinTech Academy

Organizer:
Mr. A. Mahalingam
BSc, BSOA (BITS), PG DOM,
EDHM (LIBA),
Dip.in T&D (ISTD),
M B A (HM)

Managing Director
TwinTech Academy

Mr. A. Mahalingam, The organizer of this course is a veteran in the field of Healthcare Administration & Management and Academics. With an excellent foundation and background gained through his 25 years of continuous work experience in the world renowned Sankara Nethralaya, Medical Research Foundation, Chennai, he has founded TWINTECH ACADEMY 18 months back to contribute his mite to Healthcare in India through Training and Development and help people associated with hospitals, healthcare institutions, medical and nursing colleges to further their skills/knowledge/awareness so that the society gets benefited through them. TwinTech also trains students in colleges of Engineering, Management, Arts, Commerce and Science in Soft/Life skills to improve their employability status there by contributing to this much needed area in a humble way

TwinTech has been able to associate with Saveetha University, Chennai Erode Global Institutions, Fhysics Consultants, Chennai, Center for Medical Genetics, Commonwealth Science Technology and Research Academy.

He also associated with Indian Society for Training and Development (ISTD), Association for Healthcare Providers of India (AHPI), New Delhi, Society of Pharmaceutical Education and Research (SPER) and Commonwelath Science and Technology Research Academy (C- STAR) and member in Optometric Association of Tamil Nanbargal (OATN) Chennai.

Many men and women of eminence are supporting TwinTech as members of the Chief Advisory Panel. Besides, highly qualified and experienced people from Healthcare management domain are supporting me as faculty for the various healthcare and management programs being conducted.

For Details and Registrations Contact

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Registration Form

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Participant Details

Name: ----------

Designation: ---------- Organization: ----------

Address: ----------

City: ---------- Pin: ----------

Mobile ---------- E-mail: ----------

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Bank details for NEFT Transfer

Beneficiary Name : TwinTech Academy Business Management Solutions Pvt. Ltd.
Account No : 50200021479885
Bank Name : HDFC Bank, Pattabhiram Branch
IFSC Code : HDFC0000751

Fill the registration form and forward the same to
Mr A Mahalingam, Organizing Secretary by
Mail (mahali@mahali.in) or by Speed Post / Courier to : TwinTech Academy Business Management, Center for Medical Genetics Wing, No 27 Taylors Road, Kilpauk, Chennai – 600 010, Tamil Nadu.