

## Patient Safety and Quality Improvement

**Effective:** July 1, 2018  
**Reviewed by GMEC:** June 12, 2018  
**Initial Approval by GMEC:** November 2, 1993

### Statement

Palmetto Health is responsible for oversight and documentation of Resident/Fellow engagement in improvement processes within patient care and the learning and working environment. Residents participate in quality improvement activities in accordance with the hospital's official Quality Improvement Plan. Palmetto Health related quality activities are communicated to Palmetto Health's Clinical Quality and Patient Safety Department.

### Associated Policy(ies)

Certificate of Graduation

### Responsible Positions (Title)

Residents and Fellows

### Equipment Needed

*None*

#### Procedures:

1. All residents receive regular/consistent education in patient safety and quality improvement.
2. Palmetto Health provides mechanisms for residents/fellows to report errors, adverse events, unsafe conditions, and near misses in a protected manner that is free from reprisal, and to contribute to inter-professional root cause analysis or other similar risk reduction teams. These should be reported through PH's All Hands on Reporting System.
3. Palmetto Health provides data to improve systems of care, reduce health care disparities, and improve patient outcomes; and facilitates resident participation in inter-professional quality improvement initiatives.
4. Patient safety or quality improvement activities or projects are recorded in the GME Resident Management system. Program or GME staff may enter these on an annual basis.
5. For in-patient activities:
  - a. Each clinical department's chief is responsible for the oversight of patient care activities conducted by individuals with delineated clinical privileges in that department.
  - b. Although residents are not official members of the medical/dental staff, they work under the supervision of faculty members who are and who have ultimate responsibility for patient care under their charge.
  - c. When necessary, identified patient care problems are brought to the attention of the particular faculty member and, through the faculty member, to the attention of the resident/fellow involved in the patient's care.
  - d. Quality improvement activities are then carried out in accordance with Palmetto Health's Quality Improvement Plan and become part of the Quality Assurance Performance Improvement Plan.
6. For out-patient activities:

- a. Performance improvement activities in hospital based ambulatory settings are conducted in accordance with the Quality Improvement Plan and become part of the Quality Assurance Performance Improvement Plan.
- b. Quality improvement committees, consisting of residents, faculty, nurses, and other appropriate individuals, conduct quality improvement activities.
- c. Quality improvement committees carry out traditional quality assurance activities as well as activities to improve the overall process of care.
- d. Results are reported to Palmetto Health quality departments.

### **References**

ACGME Institutional Requirements

ACGME Common Program Requirements