

IMPROVING PATIENT SAFETY THROUGH MEDICAL STUDENT EDUCATION AND EMPOWERMENT

Bethel Ozed-Williams, BHsC, MD/MPH Candidate

College of Medicine, SUNY Downstate Medical Center
School of Public Health, SUNY Downstate Medical Center

Abstract

Student education about patient safety measures maximizes safe care.^{1,2} Medical, nursing, and pharmacy students are part of the team of professionals that interact with patients daily. As such, they may unintentionally perpetuate safety hazards or encounter safety hazards that other healthcare professionals have missed.² There has been extensive work done on educating nursing students about patient safety.^{1,2} A similar emphasis should be placed on priming medical students to recognize common safety hazards on patient floors.

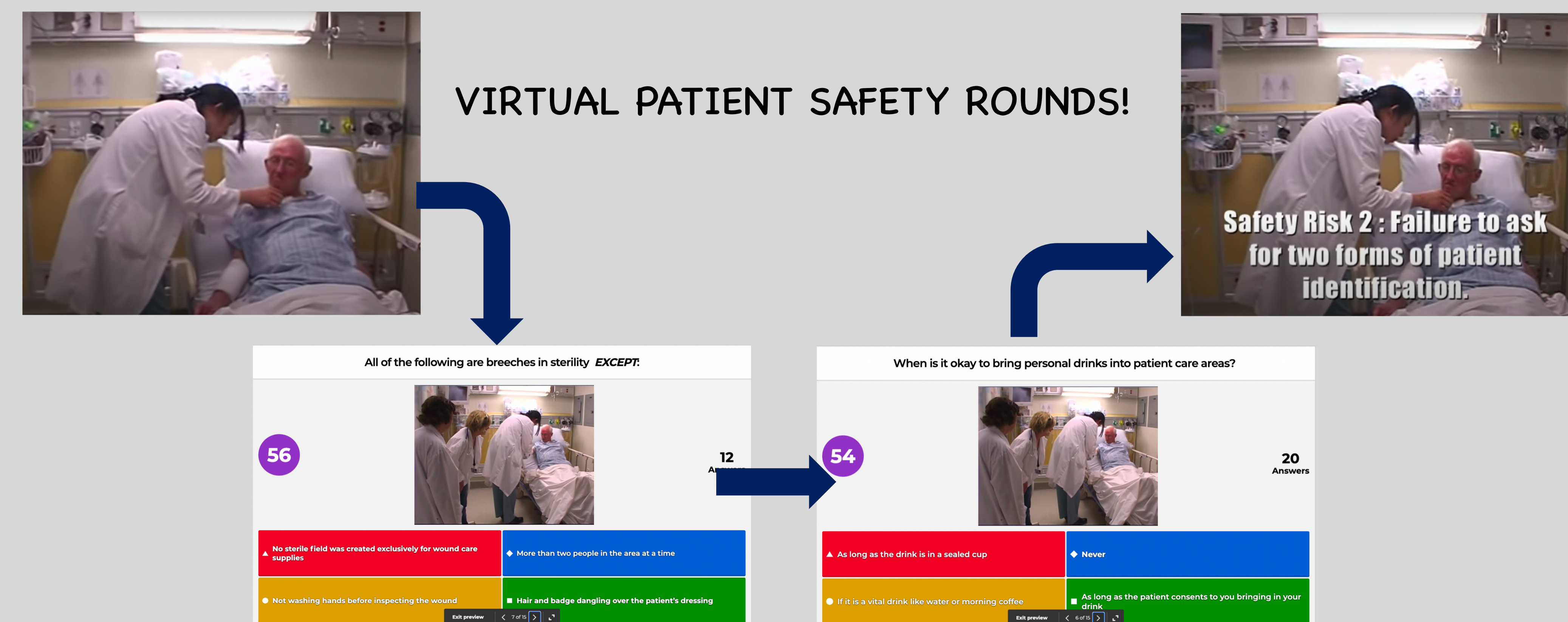
Objectives

1. Create interactive patient safety session to teach transitioning medical students about common safety hazards and empower them with a systematic approach to recognizing, reporting, or addressing hazards
2. Explore the usefulness of teaching patient safety to medical students during their transition from didactic curricula to clinical rotations.

Methods

- Zoom session for 180 transitioning clinical medical students
- Students shown a series of standardized patient encounter videos³ demonstrating various breaches in patient safety
- Students asked to identify safety hazards using the Kahoot!® game-based learning platform
- Post-game debrief and survey to assess student knowledge and perception of responsibility as healthcare team members, and to offer other student-specific safety tools

Results



Educational Content

Right Patient, Wrong Sample: Reducing Mislabeling Errors

- According to the Joint Commission's National Patient Safety Goals:
 - Use at least **two patient identifiers** when obtaining **laboratory specimens**
 - Label containers used for blood and other specimens in the presence of the patient
- Avoid having specimens from multiple patients in your workspace at the same time
- Unused labels should be destroyed before moving on to next patient
- Refer to your clerkship site for specific specimen labeling guidelines

Interactive Discussion

Discussion cont.

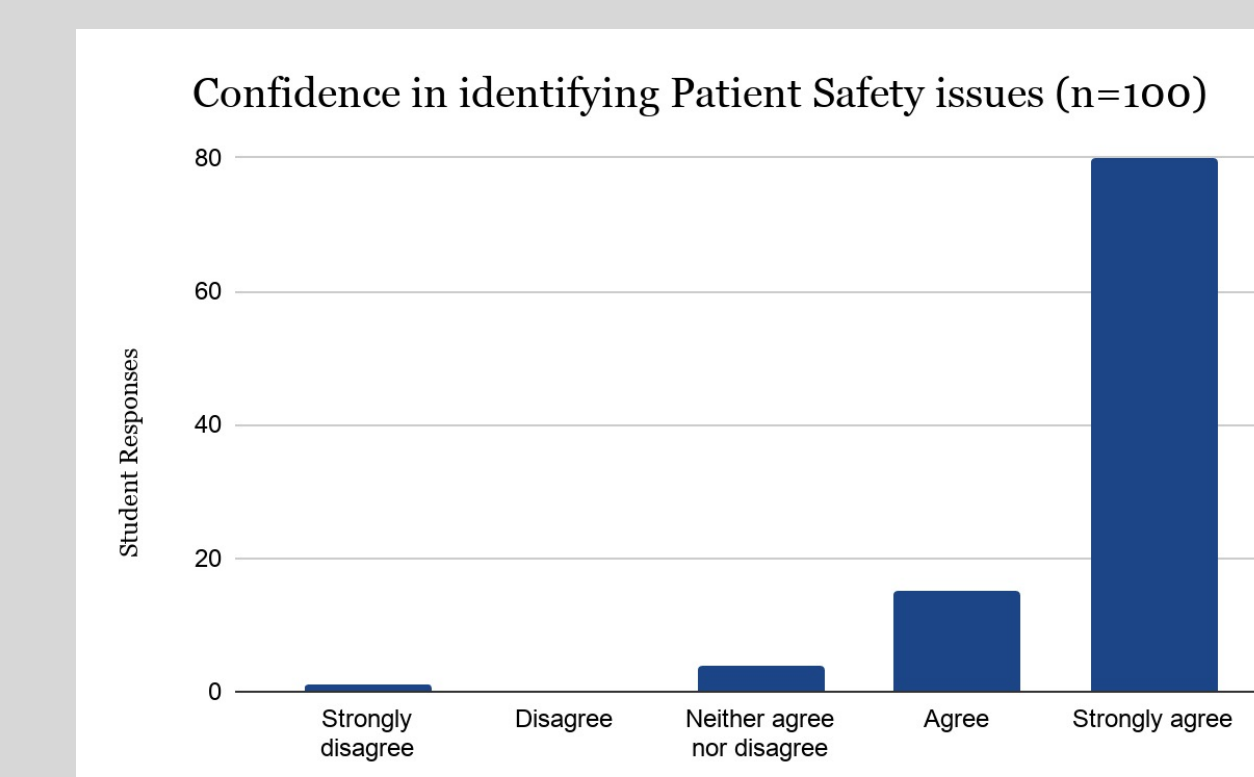
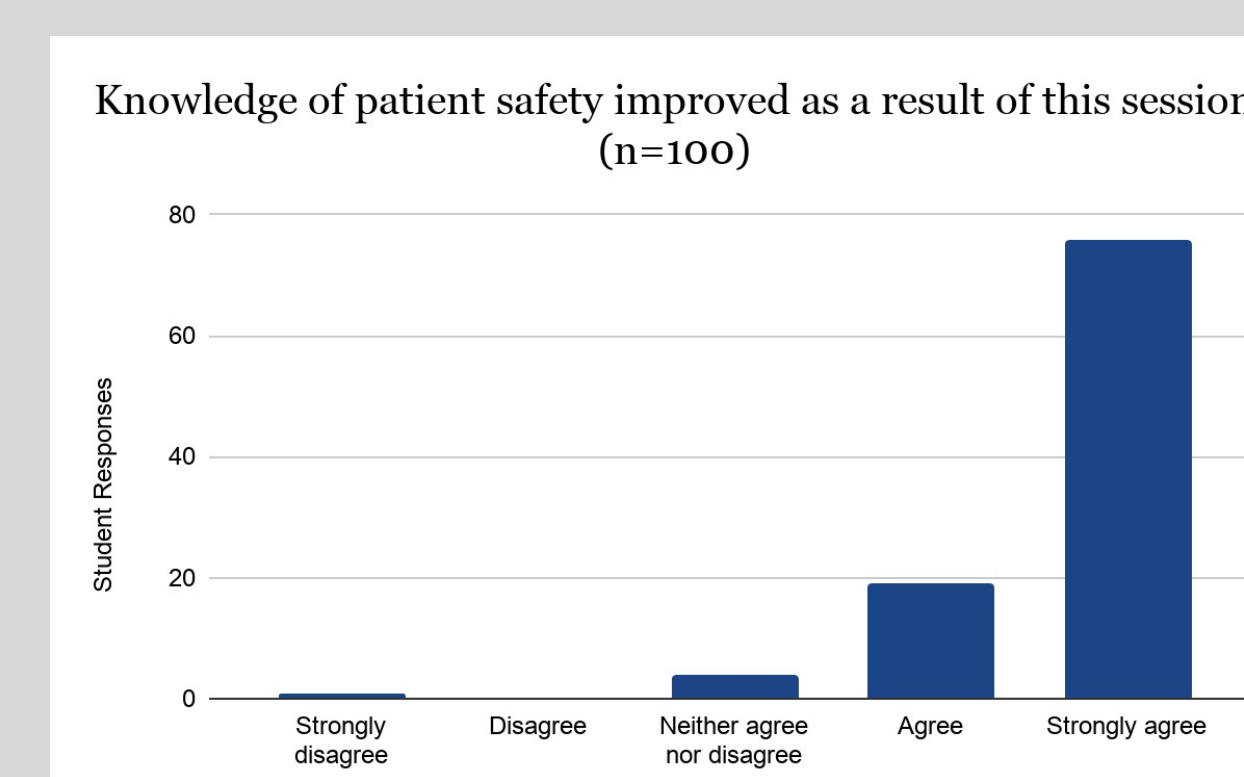
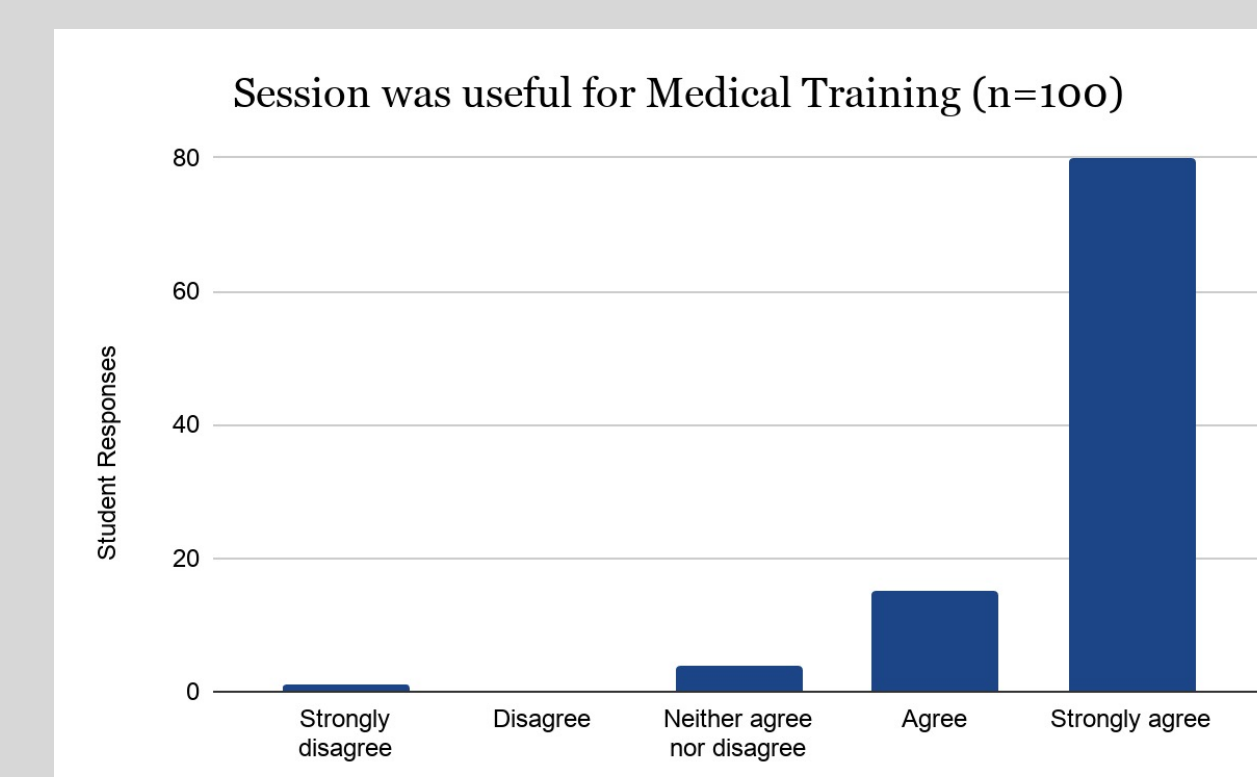
Q: What exactly is a student's responsibility regarding patient safety? If you see something like a MRN mismatch error, who can you notify?

A: The patient's nurse and/or report it to a senior resident

Q: What happens if you tell your senior but your senior does nothing about it?

A: Reporting requirements are mandated by each hospital and it is sometimes necessary to escalate a question until there is a resolution. Some of the people you may approach include the chief resident, attending, and site director.

• Once action is taken it is also important for you as the student to follow- through!



Qualitative Results

"Patient safety is everyone's responsibility; Even with systems in place to reduce mistakes these are ineffective without human adherence/awareness"

"It is everyone's role on the healthcare team to address patient safety issues"

"It's very important to be aware of your surroundings in the medical setting because it can have implications and adverse effects on both the patients and the care team"

Discussion/Conclusion

- Medical students interact with patients multiple times a day and can unintentionally participate in harmful care or help mitigate breaches in patient safety if properly educated on this issue.
- The cohort of pre-clinical medical students in this program had several gaps in their knowledge of patient safety protocols.
- Even those who were aware of hazards expressed hesitancy in addressing or reporting due to fear of retribution, a well documented phenomenon in high-reliability organizations
- An emphasis on patient safety, patient-centered care and just culture in medical student education empowers these future doctors to recognize, report, or address patient safety concerns even before they are in positions where their errors might be more costly
- The cost of adverse events, and the move to value-based health care should encourage health care organizations to prioritize safety measures at all levels of care including at the medical student level

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