

Using the FMEA as a Novel Experiential Learning Tool within a Resident Patient Safety Curriculum

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Objective: To use the FMEA tool to promote and sustain patient safety activities within a resident patient safety curriculum.

Methods: Family medicine residents were assigned in groups to proactively analyze high-risk processes using the FMEA tool after didactic instruction. Examples of processes assessed included, after hours patient calls process and mammogram order and results tracking process.

Results: Residents use the FMEA tool to apply patient safety concepts by performing interdepartmental proactive risk assessments. The resident-driven inter-departmental teamwork resulted in changes in processes based on recommendations generated from the use of the FMEA tool.

Conclusion: FMEA driven resident projects are not only an effective way to involve residents in the health center's patient safety quality initiatives but also encompass the ACGME core patient safety education requirements.

Community Health of South Dade, Inc.

 Performance Improvement Council
Family Medicine Residents Safety Project
HIGH-RISK PROCESS REVIEW – AFTER HOURS PATIENT CALLS PROCESS FLOW

Steps	Breakdown Points	Potential Effects of Breakdown	Root Causes of Breakdown	Recommendations	Person Responsible	Status
Patient calls after hours						
After hours answering service takes call						
Message is recorded into data bank						
CHI staff downloads messages in data bank						
CHI staff acts on messages						
Clinical Issues are forwarded to UCC or provider on call, depending on time.						
Patient is contacted by provider within 30 minutes						

- For more information on the FMEA, refer to the following website: <http://www.ihl.org/resources/Pages/Tools/FailureModesandEffectsAnalysisTool.aspx>
- For more information on how the FMEA was implemented at a community health center-based residency program please contact Abiona Redwood, MD at ajredwood@chisouthfl.org



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