

POLICY: The Learning and Working Environment

PURPOSE: To comply with ACGME common program requirements and to provide excellence in the safety and quality of care rendered to patients by residents and fellows today and in their future practice. To emphasize the commitment to the well-being of the students, residents/fellows, and faculty members.

Patient Safety

Culture of Safety

The UCSF Fresno Medical Education Programs (MEP), its faculty, residents, and fellows must actively participate in patient safety systems and contribute to a culture of safety. The program must have a structure that promotes safe, inter-professional, team-based care.

Education on Patient Safety

Programs must provide formal educational activities that promote patient safety-related goals, tools and techniques.

Patient Safety Events

Residents, fellows, faculty members, and other clinical staff members must:

- know their responsibilities in reporting patient safety events at the clinical site;
- know how to report patient safety events, including near misses, at the clinical site; and,
- be provided with summary information of their institution's patient safety reports

Residents/fellows must participate as team members in real and/or simulated inter-professional clinical patient safety activities, such as root cause analyses or other activities that include analysis, as well as formulation and implementation of actions.

Resident Education and Experience in Disclosure of Adverse Events

All residents must receive training in how to disclose adverse events to patients and families.

Residents should have the opportunity to participate in the disclosure of patient safety events, real or simulated.

Quality Improvement

Education in Quality Improvement

Residents/fellows must receive training and experience in quality improvement processes, including an understanding of health care disparities.

Quality Metrics

Residents/fellows and faculty members must receive data on quality metrics and benchmarks related to their patient populations.

Engagement in Quality Improvement Activities

Residents must have the opportunity to participate in inter-professional quality improvement activities. This should include activities aimed at reducing health care disparities. In participation with the hospital, UCSF Fresno will be conducting 4 Mock RCAs throughout the year that will be managed by the chief residents.

Professionalism

UCSF Fresno MEP must educate residents/fellows and faculty members concerning the professional responsibilities of physicians, including their obligation to be appropriately rested and fit to provide the care required by their patients.

The learning objectives of the program must:

- be accomplished through an appropriate blend of supervised patient care responsibilities, clinical teaching, and didactic educational events;
- be accomplished without excessive reliance on residents to fulfill non-physician obligations; and,
- ensure manageable patient care responsibilities

UCSF Fresno MEP and the Program Directors must provide a culture of professionalism that supports patient safety and personal responsibility.

Residents and faculty members must demonstrate an understanding of their personal role in the:

- provision of patient- and family-centered care
- safety and welfare of patients entrusted to their care, including the ability to report unsafe conditions and adverse events;
- assurance of their fitness for work, including;
 - o management of their time before, during, and after clinical assignments; and,
 - o recognition of impairment, including from illness, fatigue, and substance use, in themselves, their peers, and other members of the health care team.
- commitment to lifelong learning;
- monitoring of their patient care performance improvement indicators; and,
- accurate reporting of clinical and education work hours, patient outcomes, and clinical experience data.

All residents and faculty members must demonstrate responsiveness to patient needs that supersedes self-interest. This includes the recognition that under certain circumstances, the best interests of the patient may be served by transitioning that patient's care to another qualified and rested provider.

The UCSF Fresno MEP must provide a professional, respectful, and civil environment that is free from mistreatment, abuse, or coercion of students, residents, faculty, and staff. UCSF Fresno MEP should have a process for education of residents/fellows and faculty regarding unprofessional behavior and a confidential process for reporting investigating, and addressing such concerns.

(Original signed Policy is available in the UCSF Fresno Graduate Medical Education Office)

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