2012 ANNUAL EDUCATION MODULES

Completion of this training fulfills the employee requirement of the UWMC organization-wide annual education. Employees hired in 2011 or before, must complete this training. Employees who attended the New Employee Orientation in 2012 do not need to take this training.

The training covers six competency modules and quizzes listed below.

- Compliance and Ethics
- Cultural Diversity
- Infection Prevention and Control
- Organization Specific Topics
- Patient Safety
- Workplace Safety
2012 Frequently Asked Questions

These Frequently Asked Questions will help you when completing this training module.

1Q: If I need technical assistance while taking the quiz, who do I contact?

1A: Please send an email to the UWMC LMS Domain Administrator, uwmclms@uw.edu for technical assistance.

2Q: How can I save my work if I am not done taking the quiz?

2A: You may EXIT this training at any time. Once you click EXIT, the system will automatically "bookmark" your location (in the quiz), and when you resume the training, you will be returned to the same place. To EXIT click on the "X" in the upper right corner of this window.

3Q: How do I exit the quiz?

3A: To exit, click on the X in the upper right corner of this window.

4Q: I did not receive credit for completed training. Why?

4A: You will not receive credit for the training until you click on the Finish button on the final slide of the quiz. Call the Help Desk if, after passing the quiz and clicking the Finish button, you still do not receive credit for the course.

5Q: I was hired during 2012. Do I need to complete this quiz?

5A: No, you fulfilled the UWMC annual education training requirements by attending the New Employee Orientation during 2012.

6Q: What if I score less than 80% on my quiz?

6A: If you score less than 80%, you will be required to take the quiz again, until you score at least 80%. The graded quiz is meant to test your knowledge. Once completed, the results page will include the quiz name and your score.
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- UWMC Mission, Vision, and Values
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COURSE OBJECTIVES

Participants will be able to:

• Understand UWMC’s mission, vision, and values

• Understand the UW Medicine Pillar Goals

• Understand the UW Medicine Service Culture Guidelines

• Understand the importance of teamwork and the impact on patient safety

• Understand the Professional Conduct policy and how it applies to you
UWMC MISSION AND VISION

UWMC Mission Statement
University of Washington Medical Center
Improves Health by Providing
Exceptional Patient and Family Centered Care
In an Environment of Education and Innovation

VISION
We aspire...
To be the Safest Medical Center

To be a Thriving Medical Center

To be a Medical Center of Choice for patients, faculty and staff
UWMC VALUES

Values are the principles by which our behavior and conduct are governed. Our beliefs are reflected in our day-to-day activities.

UWMC Values

Accountability: Take responsibility for our actions and their outcome

Respect: Valuing one another

Innovation: Using creative ways to reach our goals

Service: Meeting the needs of our patients and their families, physicians, colleagues, and the community

Excellence: Doing our best!
UW Medicine Patients Are First is our framework for organizational development. Working together to achieve consistent service excellence for every patient, every time, is our key focus.
Focus on Serving the Patient and Family
Serve all patients and family members with compassion, respect, and excellence.

Provide the Highest Quality Care
Provide the highest quality, safest, and most effective care, to every patient, every time.

Become the Employer of Choice
Recruit and retain a competent, professional workforce focused on serving our patients and their families.

Practice Fiscal Responsibility
Ensure effective financial planning and the economic performance necessary to invest in strategies that improve the health of our patients.
As a member of the UW Medicine health system, I recognize that the needs of patients and families come first. I am committed to ensuring that each patient and family seeking care within UW Medicine health system is treated in a manner that is consistently respectful and professional.

To show my commitment to our patients, I will:

Make the patients and families we serve my HIGHEST PRIORITY by placing their needs first

Respect PRIVACY and CONFIDENTIALITY

• Discuss patients and their care in a confidential setting.

• Knock and/or ask “Can I come in?” before entering a patient’s room. Use doors, curtains and blankets to create a more private environment when necessary.

• Access only confidential patient information that is relevant to my job.

• Discuss confidential organizational issues only with those who need to know.
COMMUNICATE effectively

• Acknowledge patients, family members, and co-workers with a sincere and warm greeting.

• Introduce myself by name.

• Explain my role and speak in ways that are easily understood.

• Ask each patient how he/she would like to be acknowledged (Mr./Mrs./first name).

• Close every patient encounter with an acknowledgement that is respectful, such as “Thank you” or “Do you have any questions?”

• Recognize that body language and tone of voice are integral to effective communication.

• Wear my ID badge where it can be easily seen.
SERVICE CULTURE GUIDELINES

Conduct myself PROFESSIONALLY

• Treat others with courtesy, honesty, and respect, even in challenging situations.
• Be sensitive and empathetic to the needs of others.
• Continue to learn and seek new knowledge to enhance my skills.
• Recognize that I play a role in the public’s perception of the UW Medicine health system and that I am an ambassador for the UW Medicine health system.
SERVICE CULTURE GUIDELINES

Be ACCOUNTABLE

• Offer assistance to people who are lost or trying to find their way by escorting them to their destination or taking them to someone who can help them.

• Help those in need until their issues are resolved or another co-worker has assumed responsibility.

• Be dependable and timely.

• Take personal responsibility for keeping the work environment clean and safe by cleaning up litter and spills, or promptly contacting the appropriate resource.

• Practice consistent hand hygiene to prevent the spread of infection.
Be **COMMITTED** to my colleagues and to the UW Medicine health system

- Respect and acknowledge differing values, opinions, and viewpoints.
- Recognize and encourage positive behavior.
- Address inappropriate behaviors in a confidential and constructive manner.
- Promote interdisciplinary and interdepartmental cooperation.
- Promote the mission, vision, and values of the UW Medicine health system.
- Follow all UW Medicine policies and procedures.
WATCH THE SERVICE CULTURE VIDEO

(Requires UW Net ID and approximately 4.30 min.)

If you experience any technical difficulties accessing this Windows Media video, please try copying and pasting this link directly into your web browser

https://depts.washington.edu/pts1st/service-excellence/standards#respond

or visit the Patients Are First website and search for ‘standards’ and click ‘standards.’

Note: Watching this video is optional. Headphones are recommended in public area.
TeamSTEPPS

UW Medicine has adopted TeamSTEPPS as its team training program.

Individuals learn four primary trainable teamwork skills.

These are:

1. Leadership
2. Communication
3. Situation monitoring
4. Mutual support
TeamSTEPPS

- **Leadership**: identifies key behaviors that leaders need for ensuring teams perform effectively.
  - Sharing of information: briefs, huddles, debriefs
  - Directing of tasks: prioritization, balance workloads, etc.
- **Communication**: focuses on how to communicate effectively through standardized information exchange methods: SBAR, call-outs, checkbacks, handoffs, and checklists
- **Situation Monitoring**: to gain or maintain an accurate awareness or understanding of the situation in which the team is functioning
- **Mutual Support**: behaviors that allow teams to become self-correcting, distribute workload effectively, and regularly provide feedback.
THE IMPORTANCE OF TEAMWORK TO PATIENTS

Teams have greater knowledge and skills than a single person and allow us to:

• Catch errors before they occur

• Learn why errors happen so that we can do our jobs better

• Focus on our patients & their families instead of on our tasks

• Provide support for each other
JUST CULTURE

In order to create a strong culture of patient safety, we also need to ensure we have a “Just Culture.” A Just Culture helps us balance safety with accountability by creating a culture of learning, while also holding both the organization and individuals accountable for safe practices.

Elements of a Just Culture

Human Error
Occasionally, mistakes happen, even when we are trying our best. When they do occur, we must remember they happen in a system that is imperfect.

At-Risk Behavior
When we have been performing the same tasks for a long time, we can get comfortable to the point we may start to drift, and not pay full attention to the protocols or processes that are in place to promote safe practices.

Reckless Behavior
On rare occasions, healthcare providers intentionally take action that puts the patient at risk; in these cases, the response must be swift to hold individuals accountable for their actions.
The Professional Conduct Policy outlines expectations for behavior for faculty, staff, trainees, and students. Disrespectful, retaliatory, or disruptive behavior includes, but is not limited to, behaviors that, in the view of reasonable people, impact the integrity of the health care team, the care of patients, the education of trainees, or the conduct of research. Examples include:

- Shouting or using profane or otherwise offensive language;
- Degrading or demeaning comments;
- Physical assault or other uninvited or inappropriate physical contact;
- Threats or similar intimidating behavior, as reasonably perceived by the recipient;
- Unreasonable refusal to cooperate with others in carrying out assigned responsibilities; and
- Obstruction of established operational goals, beyond what would be considered respectful dissent.
TRAINING RESOURCES

UW Medicine Patients Are First

https://depts.washington.edu/pts1st/

Administrative Policies and Operational Procedures (APOP)

You can access the Professional Conduct Policy and other APOP information such as the Just Culture link.

https://uwmc.uwmedicine.org/sites/policiesProcedures/Pages/default.aspx
QUIZ INSTRUCTIONS

• Thank you for reading these materials.
• Your next step is to complete the quiz and check your answers.
• Please provide the completed quiz to your manager/supervisor, as evidence of completion.
• Your paper quiz will be manually entered in the LMS and show up in the completion reports after the quiz results have been submitted by your manager/supervisor to uwmclms@uw.edu.
• To satisfy the 2012 UWMC Annual Education requirements you must score 80% or better on all of the following quizzes:
  • Compliance & Ethics and Ethics
  • Cultural Diversity
  • Infection Prevention and Control
  • Organization Specific Topics
  • Patient Safety
  • Workplace Safety