



Rochester Improvement Science Education (RISE) Certificate Program:
Building a High Reliability System

August 15, 2019

Re: **Rochester Improvement Science Education Certificate Program – Begins September 5, 2019**

To Health Care Professionals, Trainees and Students:

The issue of healthcare quality and patient safety is a national concern that we share at the Medical Center. There is broad evidence that Americans often do not get the care they need; preventive care is underutilized and patients with chronic diseases often do not receive proven and effective treatments. Additionally, each year more than one million patients in the U.S. suffer from preventable medical injuries, and some believe that more than 100,000 die from them. We all need to promote quality of care and patient safety, in part by learning about the science, tools, and strategies for achieving safe and effective patient care.

We invite you to join the faculty of the Division of Healthcare Management in the Department of Public Health Sciences as they present an innovative program on improvement science designed for health care professionals, trainees, and students from medicine, dentistry, nursing, pharmacy, hospital administration, and health services research.

The program is designed to increase your knowledge of how to improve healthcare quality and safety and to educate you on the latest thinking and theories regarding improvement science.. The program will consist of eleven individual sessions and will combine presentations with case studies and discussion. As shown in the attached listing, the program will include leadership's role in nurturing a culture of high reliability, an understanding of the science of errors and safety, the model for improvement in clinical practice, identification of "measures that matter" in healthcare, teamwork and communication techniques, performance improvement tools, ways to create a safer medication system, the challenges of health literacy and patient diversity, event reporting systems, designing care for to maximize value and safety, the impacts of information technology and safety, safety in clinical research and the business case for safety.

The RISE Program will begin on Thursday, September 5, 2019. It is a five-month program; sessions will occur twice per month on Thursdays from 5:30 pm through 7:00 pm. All sessions will be held in the Medical Center.

There is no fee for the course. Course materials will be provided. A light snack will be served. Parking fees will be the responsibility of the registrant.

Successful completion of the program involves attendance at a minimum of 8 sessions. Those who successfully complete the program will receive a certificate of participation in the "Rochester Improvement Science Education (RISE) Program" from the University of Rochester School of Medicine & Dentistry. Physicians, dentists, nurses, pharmacists, dental assistants, hygienists, certified research coordinators, URMC radiology technologists and social workers will be eligible for up to a maximum of 16.5 hours of continuing education credits.

Registration Information:

Existing MyPath/Achieve Users: Please refer to the attached instructions to register for the course.

You will receive an e-mail confirmation of your enrollment in the UR Medicine Rochester Improvement Science Education (RISE) Certificate Program.

New to MyPath?

[Click here to create an account](#) and begin the registration process.

If you have any questions, please contact me at (585-273-4438) or Judy Hughes at (585-275-7712). The enrollment deadline is September 21, 2019.

Sincerely,

Robert J. Panzer, MD
Professor & Director, Division of Healthcare Management
Associate Vice President for Patient Care Quality and Safety

Continuing Education Information:

Objectives: At the conclusion of this series, participants should be able to:

- Define improvement science concepts and identify how they relate to clinical practice in healthcare.
- List tools and strategies for addressing challenges impeding highly reliable care including adverse drug events, medication errors, healthcare information technology, and other critical areas.
- Discuss their role in creating and sustaining a culture of high reliability by describing what it takes to become accountable to the patient and the public regarding the safety, effectiveness, and efficiency of care.

Physicians: The University of Rochester School of Medicine and Dentistry is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The University of Rochester School of Medicine and Dentistry designates this enduring material for a maximum of 16.5 *AMA PRA Category 1 Credits*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Dentists: The University of Rochester Eastman Dental Center is an ADA CERP Recognized Provider.

ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual's courses or instructors, nor does it imply acceptance to credit hours by boards of dentistry.

The University of Rochester Eastman Dental Center designates this activity for 16.5 continuing education credits.

Nurses: Continuing Nursing Education contact hours provided.

The University of Rochester Center for Nursing Professional Development is accredited with distinction as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Participants will receive 1.5 Nursing Contact Hours for each session attended. Nurses must attend the live session and complete the MyPath evaluation to receive the Nursing Contact Hour Certificate.

Pharmacists: The New York State Board of Pharmacy has approved this continuing medical education activity for a maximum of 16.5 hours toward the continuing education requirement for pharmacists. Pharmacists in attendance should retain the original CME certificate for six years from the program date(s) as required by law.

Social Workers: University of Rochester Medical Center, Center for Experiential Learning is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0005. This course has been approved for 16.5 contact hours.

Partial credit for this multi-part course may not be awarded. Learner must attend all parts in order to earn the certificate for contact hours.

