Mayo Clinic Fundamentals of Quality Improvement – Bronze Level

Course Description
Mayo Clinic Fundamentals of Quality Improvement – Bronze Level course will provide key components of quality improvement. Participants will understand why quality is important to their daily work. They know their role in addressing quality gaps that affect customers and patients, recognize the elements of a patient safety program, understand how patient experience is key to quality, and recognize tools and resources to improve quality. Application of the framework for quality improvement results in providing safe, timely, efficient, effective, equitable, and patient-centered services.

Target Audience
This activity is appropriate for physicians and all health care providers as well as non-clinical staff.

Course Learning Objectives
- Understand why quality is important to you and your organization
- Identify your role in addressing quality gaps that affect your customer and patients
- Recognize the elements of patient safety
- Understand how patient experience is key to quality
- Identify tools and resources to improve quality

Accreditation Statement
In support of improving patient care, Mayo Clinic College of Medicine and Science is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

Credit Designation Statement
The Mayo Clinic College of Medicine and Science designates this enduring material for a maximum of 1.5 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Course Director
Nneka I. Comfere, MD

Planning Committee
Carmen Kane
Barb Mesenberg
Nora Noureldin
Faculty, Planning Committee and Provider Disclosure
Summary

Mayo Clinic Fundamentals of Quality Improvement – Bronze Level
2018-2021

As a provider accredited by Joint Accreditation Interprofessional Continuing Education, Mayo Clinic College of Medicine and Science (Mayo Clinic School of CPD) must ensure balance, independence, objectivity and scientific rigor in its educational activities. Course Director(s), Planning Committee Members, Faculty, and all others who are in a position to control the content of this educational activity are required to disclose all relevant financial relationships with any commercial interest related to the subject matter of the educational activity. Safeguards against commercial bias have been put in place. Faculty also will disclose any off label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. Disclosure of these relevant financial relationships will be published in activity materials so those participants in the activity may formulate their own judgments regarding the presentation.

Listed below are individuals with control of the content of this program who have disclosed...

**Relevant financial relationship(s) with industry:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Nature of Relationship</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**No relevant financial relationship(s) with industry:**

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nneka I. Comfere, M.D.</td>
</tr>
<tr>
<td>Carmen Kane</td>
</tr>
<tr>
<td>Barb Mesenberg</td>
</tr>
<tr>
<td>Nora Noureldin</td>
</tr>
</tbody>
</table>

**References to off-label and/or investigational usage(s) of pharmaceuticals or instruments in their presentation:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Manufacturer/Provider</th>
<th>Product/Device</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NATIONAL PHYSICIAN PAYMENT TRANSPARENCY PROGRAM**

Mayo Clinic College of Medicine and Science complies with the requirements of the National Physician Payment Transparency Program OPEN PAYMENTS (Physician Payments Sunshine Act).

**Mayo Disclaimer**

Participation in this Mayo Clinic educational activity does not indicate nor guarantee competence or proficiency in the performance of any procedures which may be discussed or taught in this course. You should be aware that substantive developments in the medical field covered by this recording may have occurred since the date of original release.

**Prerequisites for Participation**

There are no prerequisites needed prior to participating in this education activity.
Course Outline
Chapter 1: Why is Quality Important in Healthcare? - 9:00 minutes
Chapter 2: Knowing Your Role and Customers - 10:30 minutes
Chapter 3: Patient Safety Elements - 15:15 minutes
Chapter 4: The Patient Experience Model - 13:30 minutes
Chapter 5: Resources and Tools to Improve Quality - 20:10 minutes
Post-Course Assessment: 22.50 minutes
Total time: 91.85 minutes = 1.5 CME Credits

How to Obtain Credit
After reviewing the content, an evaluation and post-test is required to claim credit. The Mayo School of Continuous Professional Development requires that learners demonstrate, at a minimum, an 80% pass rate and are allowed one (1) retake. Upon passing, a certificate of attendance/completion is awarded from the Mayo School of Continuous Professional Development, and will be available online for your immediate receipt.

Method of Participation
Participation in this activity consists of reviewing the online modules and completing the post-test and course evaluation.

Release and Expiration Dates
Release Date: September 22, 2018
Expiration Date: September 21, 2021

Acknowledgement of Commercial Support
No commercial support was received in the production of this activity.

Copyright
The marks "Mayo," "Mayo Clinic," and the triple-shield Mayo logo are trademarks and/or service marks of Mayo Foundation for Medical Education and Research. The content and designs are protected by U.S. and international copyright laws. You may not copy, reproduce, republish, upload, post, display, transmit, or frame any of these materials without prior written consent from the copyright owners, except that you may view, display and print a single copy of these materials on a single computer for personal, noncommercial use only, so long as (1) you do not alter or modify the materials in any way; (2) you include all applicable notices and disclaimers (including copyright notices), and (3) you do not use the materials in a way that suggests an association with Mayo Clinic or an affiliated Mayo entity. You understand and agree that title to these materials shall not pass to you or any other user.

Mayo Foundation for Medical Education and Research. All rights reserved. Copyright 2018.

Questions
For assistance with obtaining CME credits, contact:

Mayo Clinic School of Continuous Professional Development
Phone: 1-800-323-2688 or 507-284-2509
E-mail: cme@mayo.edu