



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.

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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 Nouredin

Faculty, Planning Committee and Provider Disclosure Summary

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

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Name

Nneka I. Comfere, M.D.
Carmen Kane
Barb Mesenberg
Nora Noureldin

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None		

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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

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Questions

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Mayo Clinic School of Continuous Professional Development

Phone: 1-800-323-2688 or 507-284-2509

E-mail: cme@mayo.edu