

Children's Hospitals face unique risks.

See how we've worked with hospitals like yours to develop custom courses targeting these specific, evolving needs.



CLIENT 1

Faced with increasing issues around documentation, open notes, disclosure, and informed consent

CUSTOM COURSES DEVELOPED:

Pediatrics: Family Education and Post-Event Documentation describes the importance of providing adequate patient education, obtaining true informed consent, and using effective communication strategies to minimize risks to patient safety.

Pediatric Team Communication Strategies: Proactively Managing Risk explains the necessity for members of a pediatric care team to optimize effective communication among co-managing providers by using checklists, redundant steps, handoff tools, and other evidence-based methods to ensure that information critical to patient safety is not overlooked.

RESULTS:

Approximately **93%** of participants committed to some practice change or to use their learning to reinforce existing knowledge.

WHAT LEARNERS SAID:

“I will have a better discussion of medication side effects of biological medications for appropriate documentation.”

“The case studies are excellent, clinically relevant & engaging.”

–Chief Diversity Officer feedback

CLIENT 2

Opened two mental health clinics and required education on families who exhibit discriminatory conduct toward staff

CUSTOM COURSES DEVELOPED:

Responding to Discriminatory Patient Conduct: HCP Support is designed to support HCPs and practice leaders with tools and strategies that enable them to honor their duties to patients and co-providers and prepare responses to outright discriminatory comments within the framework of their own rights and abilities to self-advocate or seek institutional backing when necessary.

Adolescent Crises: Behavioral Health Trends, Legacies of Mistrust, and Meaningful Interventions discusses the duty to provide counsel and appropriate referral when treating adolescent patients who experience sudden changes in their health/wellness expectations. Identifies ways to recognize and respond to signs of sexual orientation and gender identity (SOGI) issues and related suicidal ideation in LGBTQ+ adolescents and to understand and address precipitants of recent trends observed in Black teen suicide.

RESULTS:

Approximately **97%** of participants committed to some practice change or to use learning to reinforce existing knowledge.

← Interviewed client's director of risk, an attorney, and an LGBTQ+ advocate, and included video excerpts in the module.

WHAT LEARNERS SAID:

"I now plan to read my notes after writing and consider them from the patient perspective, thinking how I would feel reading the language if it was regarding me."

In addition to custom course creation, we can partner with you to:

- Assess knowledge gaps
- Deliver customized online curriculum
- Measure what was learned
- Obtain a qualitative and quantitative risk profile of your providers within the framework of their own rights and abilities to self-advocate or seek institutional backing when necessary



Create live webinars for your healthcare professionals

- Formats include:**
- Actionable training workshops
 - Interactive dialogue
 - Risk management initiatives
 - Real-life medical malpractice cases

To discuss a custom solution for your organization, please contact info@med-iq.com.