

**Domain 5: Quality and Safety**

Sub-competency	Progression Indicators (Observable Behaviors)	
	Developing	Developed (Competent)
<b>5.1 Apply quality improvement principles in care delivery.</b>		
<b>5.1i</b> Establish and incorporate data driven benchmarks to monitor system performance.	Determine the specific aspects of system performance that need to be monitored.	Choose methods and frequency of data collection and reporting.  Use data to inform the development and implementation of targeted interventions to improve system performance.
<b>5.1j</b> Use national safety resources to lead team-based change initiatives.	Use national safety resources to develop a framework for addressing a patient safety or system performance issue requiring improvement.  Consider relevant stakeholders for the proposed change.	Lead team development, implementation, and evaluation of a comprehensive safety action plan.
<b>5.1k</b> Integrate outcome metrics to inform change and policy recommendations.	Choose outcome, process, and efficiency metrics to provide a comprehensive strategy to assess change.  Use outcome data to propose policy recommendations.	Present findings to decision-makers to advocate for policy change.  Conduct a thorough evaluation of practice change to determine effectiveness.
<b>5.1l</b> Collaborate in analyzing organizational process improvement initiatives.	Analyze data for a process improvement initiative. Identify patterns and trends in data relevant to improvement initiatives.  Contribute relevant information and insights based on knowledge, experience, and evidence.	Collaborate in establishing a plan for monitoring and evaluating outcomes of process improvement initiatives.
<b>5.1m</b> Lead the development of a business plan for quality improvement initiatives.	Define the scope and objectives of the quality improvement plan.  Lead collection of relevant data to inform the improvement initiative.	Lead prioritized intervention and evaluation strategies for the quality improvement initiative.

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<b>5.1n</b> Advocate for change related to financial policies that impact the relationship between economics and quality care delivery.	Analyze the impact of financial decisions and policy on quality care delivery and patient outcomes.  Propose cost-effective initiatives to improve quality care delivery.	Use data and evidence-based strategies to advocate for financial policy changes to improve quality care delivery.
<b>5.1o</b> Advance quality improvement practices through dissemination of outcomes.	Construct relevant dissemination strategies for outcome dissemination.	Disseminate quality improvement process outcomes.
<b>5.2 Contribute to a culture of patient safety.</b>		
<b>5.2g</b> Evaluate the alignment of system data and comparative patient safety benchmarks.	Collect and analyze relevant patient safety data from multiple sources.  Compare local patient safety data to national and international benchmarks.	Analyze areas of significant variation and identify opportunities for improvement.  Propose evidence-based system-level solutions to address opportunities for improvement.
<b>5.2h</b> Lead analysis of actual errors, near misses, and potential situations that would impact safety.	Use root cause analyses of complex patient safety events.  Facilitate discussions and identify system-level factors contributing to safety incidents.  Develop and implement strategies for data collection and analysis of near misses and potential safety hazards.	Develop and implement innovative methods for identifying and analyzing latent safety threats.  Lead initiatives to improve the reporting and analysis of patient safety incidents.
<b>5.2i</b> Design evidence-based interventions to mitigate risk.	Propose system-level solutions to address opportunities for improvement.  Propose quality improvement projects related to patient safety.	Lead the implementation and evaluation of complex patient safety interventions.  Disseminate scholarly findings on innovative patient safety interventions through peer-reviewed publications and presentations.

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<p><b>5.2j</b> Evaluate emergency preparedness system-level plans to protect safety.</p>	<p>Assess the effectiveness of emergency response systems in maintaining patient safety during critical events.</p> <p>Identify areas for improvement in emergency preparedness and response related to patient safety.</p>	<p>Advocate for policy changes to improve the safety and resilience of healthcare systems during emergencies.</p>
<p><b>5.3 Contribute to a culture of provider and work environment safety.</b></p>		
<p><b>5.3e</b> Advocate for structures, policies, and processes that promote a culture of safety and prevent workplace risks and injury.</p>	<p>Analyze evidence on effective workplace safety interventions.</p> <p>Develop and advocate for policy changes to improve workplace safety within a healthcare organization.</p> <p>Collaborate with interprofessional teams to design and implement system-wide safety initiatives.</p>	<p>Evaluate workplace safety programs.</p> <p>Disseminate resources for improving safety and health in the workplace.</p>
<p><b>5.3f</b> Foster a just culture reflecting civility and respect.</p>	<p>Propose interventions to address workplace incivility and bullying within healthcare organizations.</p> <p>Facilitate discussions on workplace incivility and bullying and develop strategies for addressing these issues.</p> <p>Mentor junior colleagues on professional communication and interpersonal skills.</p>	<p>Lead initiatives to promote a culture of civility and respect within a healthcare setting.</p> <p>Serve as a mentor or coach to create a respectful and supportive work environment.</p>

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<p><b>5.3g</b> Create a safe and transparent culture for reporting incidents.</p>	<p>Evaluate the effectiveness of existing workplace safety reporting systems and recommend improvements.</p> <p>Communicate findings from workplace safety investigations to relevant stakeholders.</p>	<p>Develop and advocate strategies to improve incident reporting, investigation techniques, and protections against retaliation in the workplace.</p> <p>Develop strategies for collecting and analyzing workplace safety data.</p> <p>Disseminate findings on workplace safety incident reporting and analysis to the broader healthcare community.</p>
<p><b>5.3h</b> Role model and lead well-being and resiliency for self and team.</p>	<p>Demonstrate healthy coping mechanisms and self-care strategies to manage stress.</p> <p>Promote and support the well-being and resiliency of self and colleagues within the healthcare team.</p>	<p>Implement an initiative or activity to promote the well-being and resiliency of healthcare professionals.</p> <p>Advocate for policies and programs supporting healthcare professionals' mental and physical health.</p>