

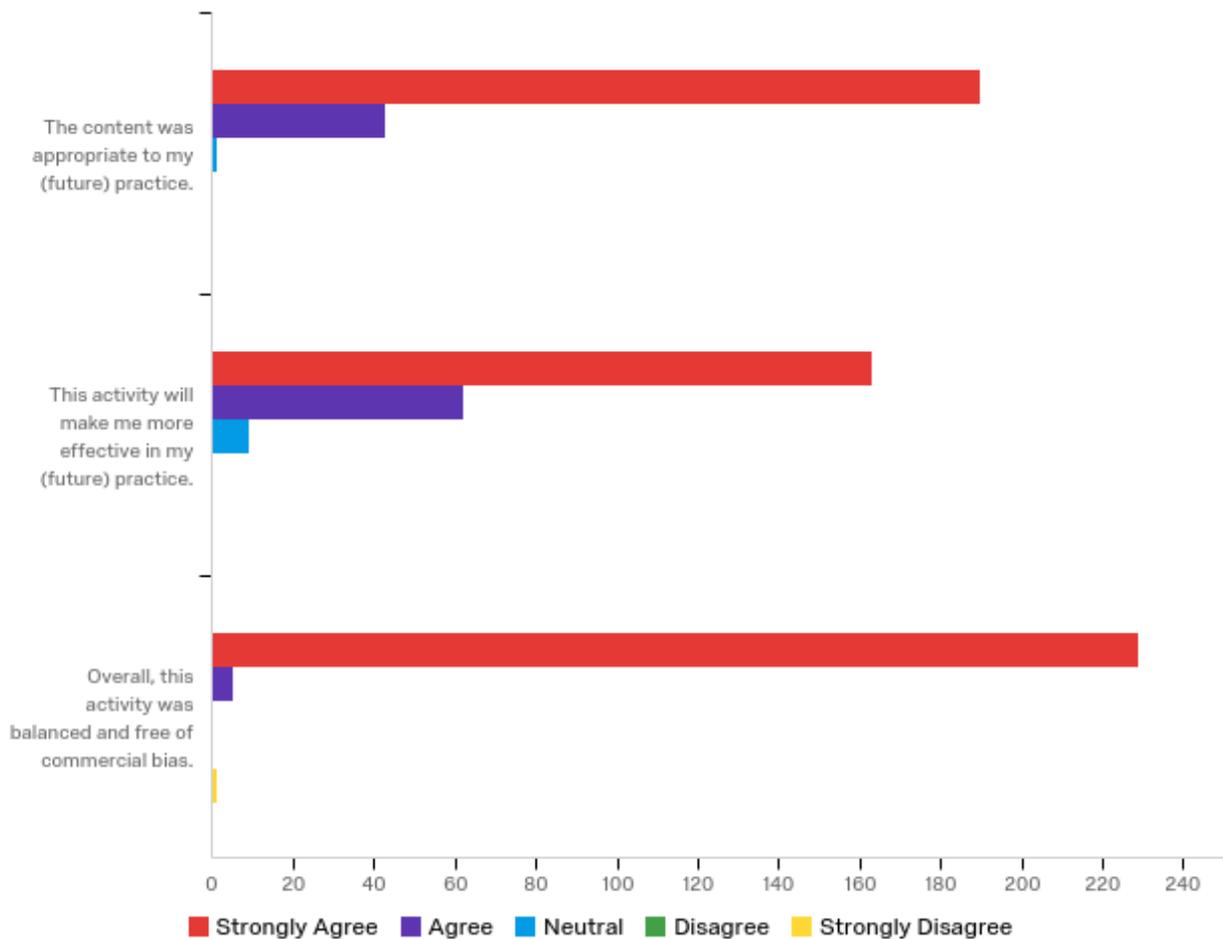
CME Evaluation Summary

DMU Grand Rounds: Patient Safety

September 5, 2019

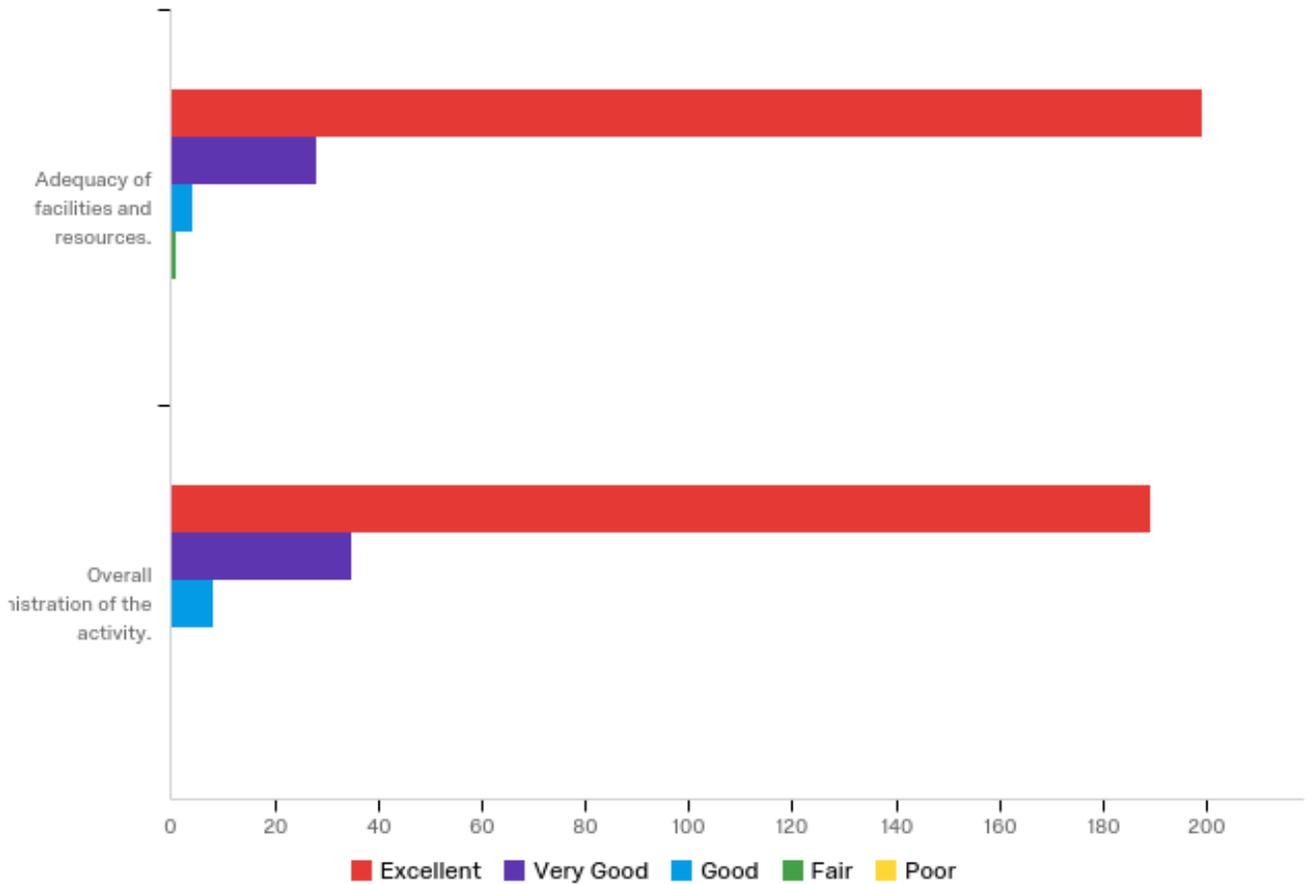
Q1 - Please indicate the extent to which you agree with the following statements:

#	Please indicate the extent to which you agree with the following statements:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
1	The content was appropriate to my (future) practice.	81.20% 190	18.38% 43	0.43% 1	0.00% 0	0.00% 0	234
2	This activity will make me more effective in my (future) practice.	69.66% 163	26.50% 62	3.85% 9	0.00% 0	0.00% 0	234
3	Overall, this activity was balanced and free of commercial bias.	97.45% 229	2.13% 5	0.00% 0	0.00% 0	0.43% 1	235



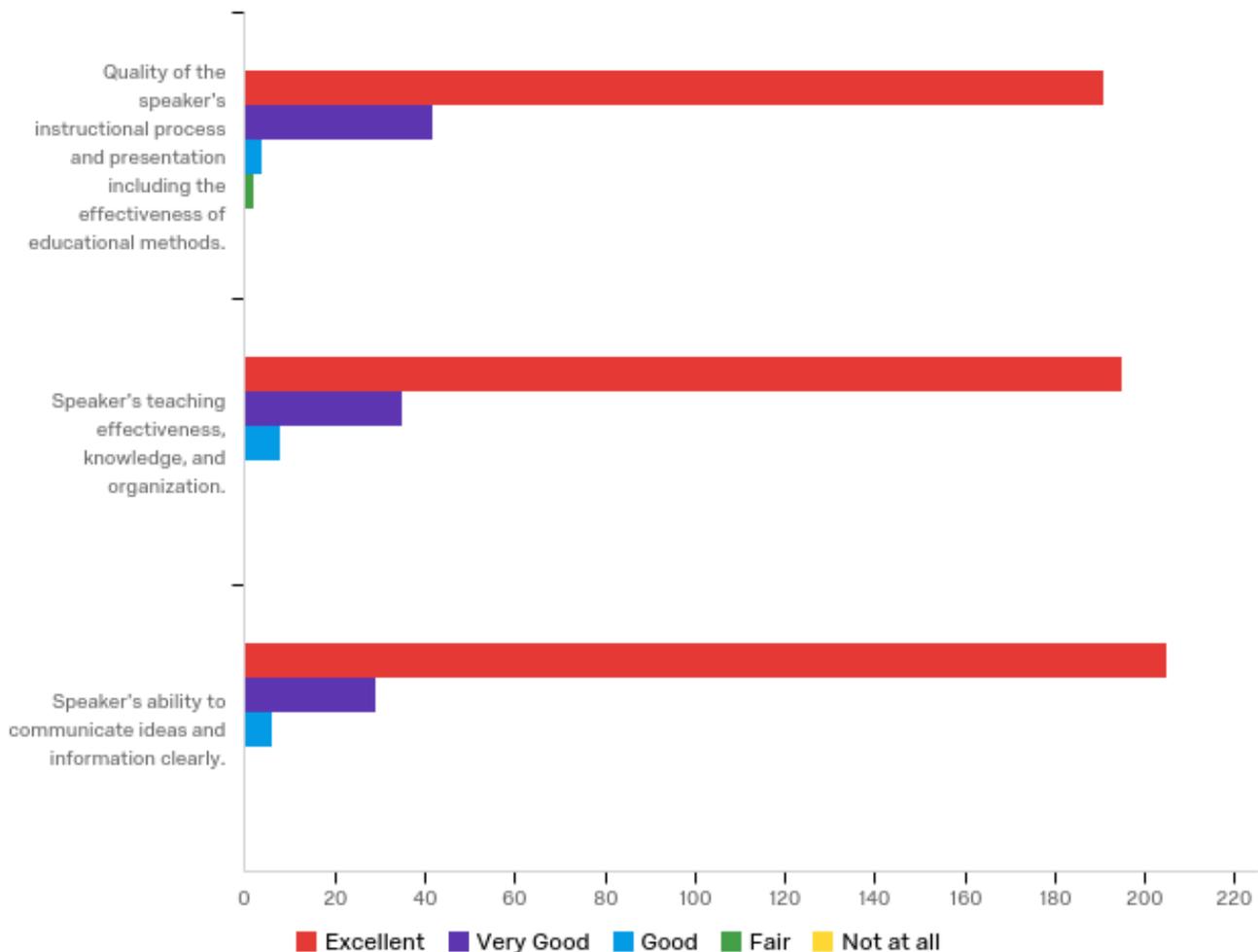
Q2 - Please rate the following:

#	Please rate the following:	Excellent		Very Good		Good		Fair		Poor		Total
1	Adequacy of facilities and resources.	85.78%	199	12.07%	28	1.72%	4	0.43%	1	0.00%	0	232
2	Overall administration of the activity.	81.47%	189	15.09%	35	3.45%	8	0.00%	0	0.00%	0	232



Q3 - Please rate the following regarding Kelly Waddle's presentation:

#	Please rate the following regarding Kelly Waddle's presentation:	Excellent		Very Good		Good		Fair		Not at all		Total
1	Quality of the speaker's instructional process and presentation including the effectiveness of educational methods.	79.92%	191	17.57%	42	1.67%	4	0.84%	2	0.00%	0	239
2	Speaker's teaching effectiveness, knowledge, and organization.	81.93%	195	14.71%	35	3.36%	8	0.00%	0	0.00%	0	238
3	Speaker's ability to communicate ideas and information clearly.	85.42%	205	12.08%	29	2.50%	6	0.00%	0	0.00%	0	240



Q4 - Comments regarding Kelly Waddle's presentation:

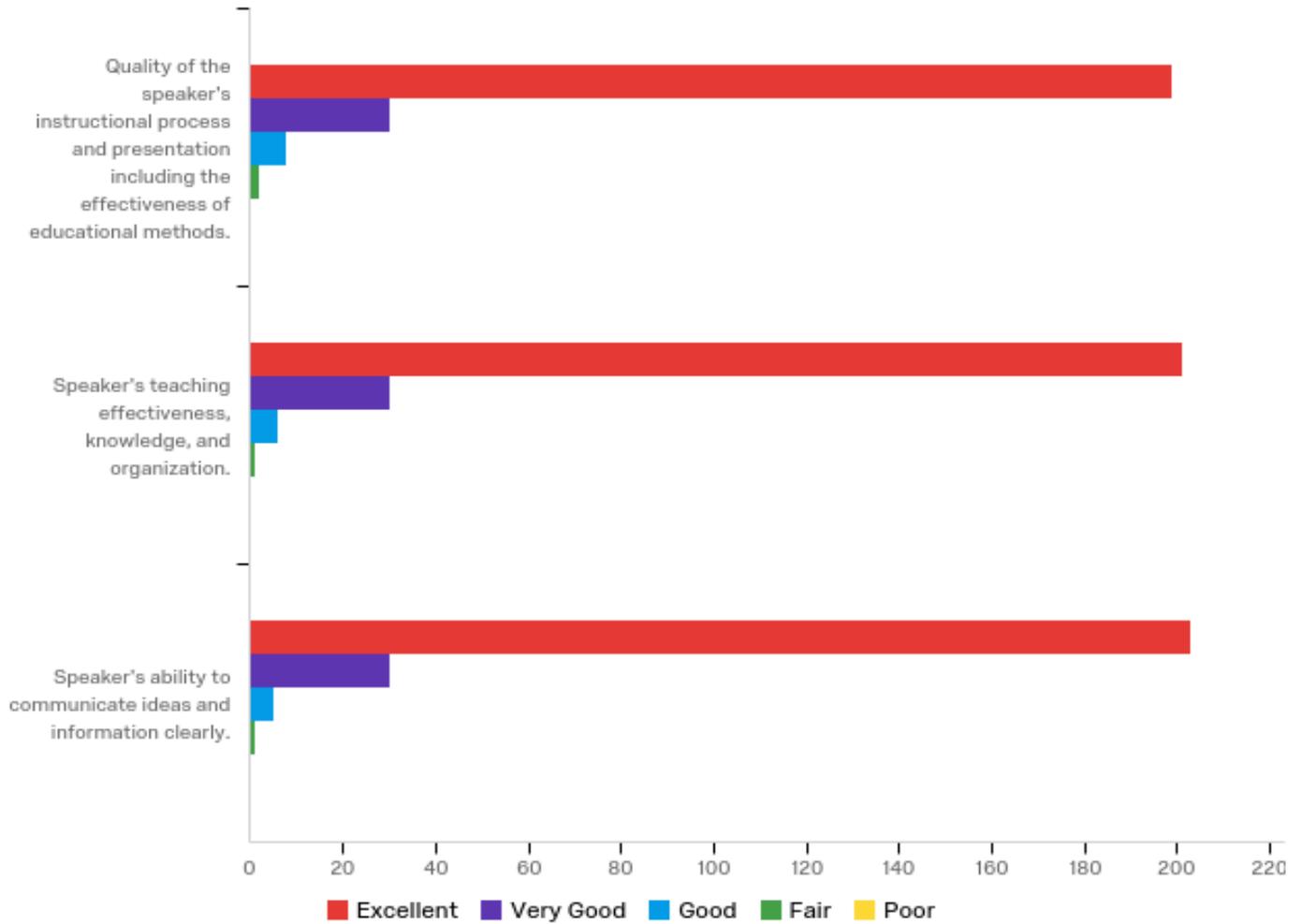
- I was really moved by her story.
- I thought that Kelly's point about how she knows that her mother is going to die and is medically very ill, but that doesn't make her any less of a human was so important.
- Thank you for sharing your story with us.
- Thank you for reminding us of the importance of loving patients and seeing their humanity, not just their problem.
- My dad is in a similar situation. Thank you for sharing!
- Thank you for sharing your vulnerabilities. I hope only for the best for future outcomes.
- Your message is very powerful.
- It reminded us about the human aspect of medicine and why we all want to practice medicine and heal people.
- Phenomenal job!
- You should be very proud of the way you are caring for you mom.
- It was a very touching speech.
- It was nice to hear a care story from the patient perspective.
- She was a very good speaker.
- It was very brave of her to get up in front of us and share her story.
- It takes a lot to share a story like that. Thank you for that!
- Thanks for sharing your heartfelt story.
- She was great!
- Emotional aspect was moving and appropriate at the beginning of this lecture in order to engage us.

- I really appreciated Kelly sharing her personal story and giving us a more human connection and perspective to patient safety in practice.
- Kelly's emotions brought something to us that we can tend to forget about when sitting in other lectures--humanity.
- It is very important that a person came to talk about her experience with patient safety. It is incredibly valuable for future health care practitioners.
- It was very brave of Kelly to speak about something so personal to her.
- I am very appreciative of the story she shared.
- Informative and heart-wrenching. It inspired me to practice more empathy as a medical professional.
- Very heart-felt story.
- This was really a great first-hand account of a real case.
- Great story!
- The speaker was very moving, and I'm sure that most presentations could benefit from a story like hers!
- Very touching.
- Thank you so much for sharing!
- Incredible story. Thank you for sharing and inspiring.
- It was good to hear a patient/patient family perspective.
- It was nice to hear how the physician used his humanistic qualities to impact a patient. It reiterates how important/life changing these qualities are.
- Heartfelt story!
- Such an inspiration for me to strive to be a better physician.
- Great heartfelt and personal message.
- Emotional, heartfelt, and real. I appreciated her perspective.
- I thought Kelly's story was impactful.
- I really appreciated Kelly's courage in sharing with us. It was an excellent example of a common issue in healthcare and it helped to hear a first-hand account from the loved-one's perspective.
- Kelly was great.
- I appreciate her willingness to share her story with us.
- I appreciated the emotional, real-life example that Mrs. Waddle provided. Very moving!
- Speaker was very good at communicating as a human to inspire passion for medical careers.
- She did a great job communicating her ideas in a clear way even though it was a very emotional subject.
- This was a good real-world reminder of the vulnerabilities our patients and their families bring to us.
- Inspiring story.
- Speaker was very emotional and informative, but due to nerves, the speech was a bit scattered.
- It is amazing she was willing to share her story with us.
- Thank you for sharing - I know it wasn't easy to talk about.
- Thank you for sharing this story.
- I enjoyed hearing per personal story about her mom!
- Her message was touching and a reminder that patients are humans with a story to tell.
- Very powerful and moving.
- Excellent talk.
- I love the idea of bringing in patients. This is a great reminder of why we're doing what we're doing.
- Thanks to Kelly for sharing a very important personal story.
- Wonderful job and a great reminder to all of us.
- Very well conveyed by Kelly. Always nice to hear personal experiences and have these anecdotes.
- Kelly was a great intro to our presentation.
- Very informative and personal.
- Very moving and impactful. So important to remember.
- I enjoyed hearing from the loved one of a patient.
- It was a refreshing reminder of why I want to be a doctor and highlighted the importance of quality, compassionate care.

- Now I better understand how patients can feel vulnerable and how and when errors can occur.
- Very touching story.
- Need more like these in medical classes to remind us why we're here.
- Very heartwarming and touching story. Well communicated.
- Nice to see an emotional side of things.
- Her passion really came out, and I appreciate her willingness to share.
- Heartfelt story on the importance of patient care. Reminded us of the importance of lecture.
- This must have been very difficult for Ms. Waddle and I'm grateful for her comments.
- I thought it was an effective presentation in getting us to see how personal these medical situations are. Every patient is someone's mom, dad, or family member. I appreciate that she shared such a vulnerable story.
- Really set the mood for the entire lecture.
- Very moving story. I felt like I had been encouraged to pursue treatment of patients.
- Great start to an activity otherwise seen as a drag.
- This presentation was more like hearing from a friend. I liked it a lot.
- She shared a very important story and I think, even this early in med school, we are so focused on memorizing a script and getting our points on exams, we sometimes forget that we are learning this in order to help real people.
- Very moving and compelling story.
- Tied very well with lecture topic.
- Keep the human side of the patient even during when they can't advocate for themselves.
- A great look into a family member's experience regarding healthcare for her mother.
- Very moving and great way of showing communication errors.
- She was very personal. Very emotional which help but through the bubble I live in.
- Ms. Waddle's story was thought provoking and inspiring.
- Very moving story that was eye opening to many.
- I really appreciate her courage to share her story.
- Loved her! Very brave to come here and speak to everyone.
- She really touched me with her story.
- It is always so beneficial when the reality of medical error is humanized.
- We all need grounded time to think and realize that we are caring for patients - not just patients.
- All of her story was very moving.
- I appreciate her willingness to open up with us and be so vulnerable.
- Loved having her story told. It's a good reminder.
- This was an excellent reminder of why we want to be physicians and that patients are vulnerable. They need an advocate.
- Very thoughtful of Mrs. Waddle to share her time and experience with the healthcare system. It put into perspective how more than just the patient is affected by the providers communication, efforts, or mistakes.
- Thank you for being vulnerable and sharing with us
- Her story was really touching and really demonstrated the importance of advocating for those who can't advocate for themselves.
- Thanks for sharing your story with us.
- Very valuable story. Thank you!
- Excellent reminder to stay grounded. Wonderful story!

Q5 – Please rate the following regarding Alison Krueger, MSN-Ed, RNs Presentation:

#	Please rate the following regarding Alison Krueger, MSN-Ed, RNs Presentation:	Excellent		Very Good		Good		Fair		Poor		Total
1	Quality of the speaker's instructional process and presentation including the effectiveness of educational methods.	83.26%	199	12.55%	30	3.35%	8	0.84%	2	0.00%	0	239
2	Speaker's teaching effectiveness, knowledge, and organization.	84.45%	201	12.61%	30	2.52%	6	0.42%	1	0.00%	0	238
3	Speaker's ability to communicate ideas and information clearly.	84.94%	203	12.55%	30	2.09%	5	0.42%	1	0.00%	0	239



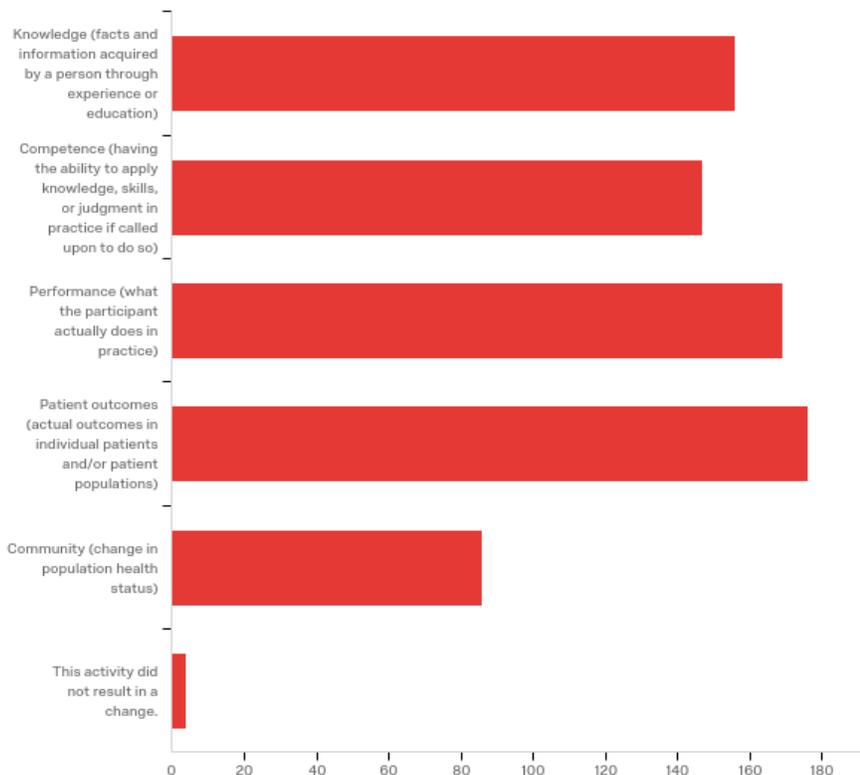
Q6 - Comments regarding Alison Krueger's presentation:

- Having us generate the talking points was very effective!
- I really enjoyed your presentation. Thank you!
- I appreciate the group activity.
- Thank you for being here and talking to us about patient safety. I am now concerned about physician burnout in my future career.
- Slow down! I liked that!
- Engaging speaker.
- Great presentation!
- Very engaging.
- Engaging.
- Very informative and passionate.
- Alison's blend of humor and information was a great way to start an early morning.
- This is an important topic and a great speaker.
- I'm glad that she was a nurse because she sees patients more and has interacted with several people.
- The presentation seemed to be moving slowly but had good information.
- Very clear speaker and slides were well-organized.
- I enjoyed how the presenter interacted with the audience.
- It was very engaging.
- This was a good mix of humor and information.
- Very interactive!
- Engaging and funny. This made the early morning more bearable!
- Love her energy and congratulations on her daughter!
- Nice and approachable. Well done.
- Great energy and relatability.
- Objectives were accurate and straight-forward.
- She was very organized and student interaction was used well.
- I enjoyed the well-rounded introspective nature of this presentation.
- Engaging.
- Fun! Very engaging. Great Job!
- I enjoyed her bright, pleasant and fun attitude.
- Personable speaker, engaging and insightful. The presentation of information was not dry.
- Perhaps less time spent on why patient safety is important and a bit more time talking about things we can do and how to actually do them.
- Engaging and fun way of having an important conversation.
- Good presentation.
- Informative and nice to incorporate small group interactions.
- Very good presentation!
- The speaker was organized, and the ideas were presented clearly and convincingly.
- I felt Alison conveyed all the info in an effective, entertaining manner.
- Very engaging speaker. Humor helped.
- I really enjoyed this presentation as well. Mrs. Krueger was captivating and brought humor and interest to a sometimes-tough topic.
- Did very well engaging the students.
- Very organized and engaging.
- Starting the presentation with her personal situation (have a baby and having to make decisions under strong medications) made me think about patient safety and something that happens daily.
- Very engaging and interesting lecture.
- Very relevant to use. I wish we had more time.
- I thought she was an excellent speaker. A lot of good information in a fun way.
- I personally don't like the use of "burn out" because I think it puts a lot of blame on the physician.
- Great interaction.

- Level of interaction was excessive for a room of 300.
- Care for people.
- Very good.
- Funny to engaging.
- She was fun to listen to and kept me focused.
- She was excellent and very sweet. She was able to connect with us even if there was a lot of people here.
- Largely opinion based and mostly student opinions.
- Alison did a great job of making the presentation. Fun and engaging. It was full of information that will be useful when practicing.
- I really enjoyed how engaging her presentation was and hearing about her experience as a nurse.
- She was really effective in engaging the group.
- Great example for illustration!

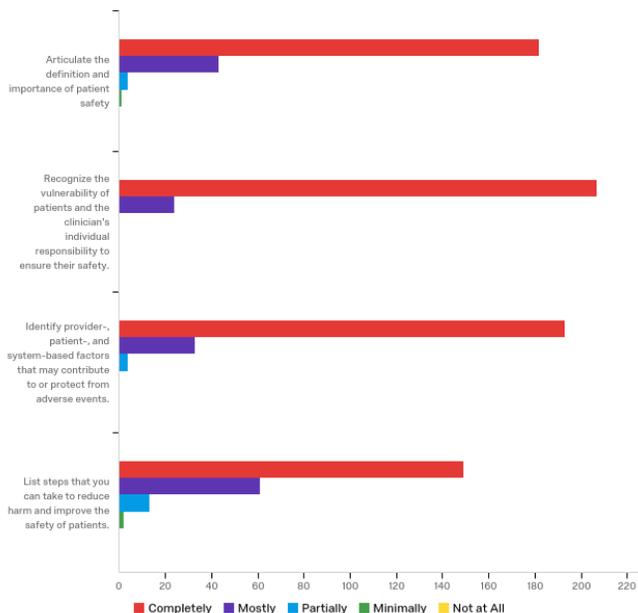
Q7 - This educational activity will result in a change in my (mark all that apply):

#	This educational activity will result in a change in my (mark all that apply):	%	Count
1	Knowledge (facts and information acquired by a person through experience or education)	21.14%	156
2	Competence (having the ability to apply knowledge, skills, or judgment in practice if called upon to do so)	19.92%	147
3	Performance (what the participant actually does in practice)	22.90%	169
4	Patient outcomes (actual outcomes in individual patients and/or patient populations)	23.85%	176
5	Community (change in population health status)	11.65%	86
6	This activity did not result in a change.	0.54%	4
	Total	100%	738



Q8 - Did the activity meet your expectations in accomplishing the stated objectives?

#	Did the activity meet your expectations in accomplishing the stated objectives?	Completely		Mostly		Partially		Minimally		Not at All		Total
1	Articulate the definition and importance of patient safety	79.13%	182	18.70%	43	1.74%	4	0.43%	1	0.00%	0	230
2	Recognize the vulnerability of patients and the clinician's individual responsibility to ensure their safety.	89.61%	207	10.39%	24	0.00%	0	0.00%	0	0.00%	0	231
3	Identify provider-, patient-, and system-based factors that may contribute to or protect from adverse events.	83.91%	193	14.35%	33	1.74%	4	0.00%	0	0.00%	0	230
4	List steps that you can take to reduce harm and improve the safety of patients.	66.22%	149	27.11%	61	5.78%	13	0.89%	2	0.00%	0	225



Q9 - Please describe any 'pearls' or takeaway messages.

- Patient safety is everyone's responsibility. Taking care of yourself can help you take care of your patients.
- System, human, and situation errors.
- The importance of self-care in patient safety.
- Admit mistakes. Practice carefully. Take care of my patients as if they were my family.
- Safety is paramount and is everyone's responsibility.
- Patient safety should be paid attention to.
- The patient should be at the center of our decisions.
- Treat people like they are your people. Slow down!
- I think for me the big message was to consciously appreciate the vulnerable position patients are in.
- It is important to remember why we went into this career and to be conscious of the physical and mental barriers of giving proper patient care.
- Be careful, be intentional, treat patients like they're your loved ones.
- You must take care of yourself to effectively care for others.
- Don't be afraid to voice your concerns, especially if it's regarding patient care.
- Treat patients like they are your family.
- Take your time and try to really communicate.
- Everyone will make mistakes, but it's how you handle those mistakes and how you try to prevent future mistakes.
- There are many factors that impact safety.
- Do everything you can, even if it means slowing down.
- SBAR and CUS for communication are great.
- Pride causes mistakes to be made. Self-care is important.
- All patients are vulnerable so approach every situation with this in mind.
- Patient safety is essential.
- Patient safety is extremely important and is dependent on various factors and interactions they have in health care facilities with staff.
- Need to work with the whole medical team to provide patient safety.
- Safety is about communication.
- All patients and healthcare are vulnerable to safety issues.
- Mistakes happen. It takes many steps to prevent them.
- There are a variety of factors that impinge on patient safety and though we can attempt to mitigate them, there will always be risks to safety.
- Patient safety requires everyone to be one team.
- A future physician must take care of themselves to avoid burnout so they can better care for patients.
- Going above and beyond in any situation can have life-long impact.
- Cultural barriers, mental/physical impairment, lack of resources, jeopardizes patient safety, conflict of interest.
- Treat patients like they're your loved one.
- Self-care will help make each of us a better provider and limit the errors of everyone around us.
- Distance or speed?
- Self-care is important for good patient care.
- It is important for physicians to take care of themselves; this will reduce physician burn-out and improve patient care.
- Patients are vulnerable anytime they interact with staff.
- A patient is more than just some person--look at them like family for a friend.
- Proper self-care allows for proper patient care. Be intentional with actions to prevent errors.
- Slow down--it's a marathon, not a race.
- Don't lose focus on what matters.
- Patient safety comes first.
- Patient safety is our #1 priority.

- Go for distance, not speed.
- Patient safety is paramount and multi-factorial.
- Patients are someone's loved one--and it should always be in the front of our care approach.
- Go above and beyond for each patient like if they were your loved one. Also, take care of yourself.
- There are multiple layers of reasons where errors can occur. Be aware of them.
- Burnout is serious!
- Patients are vulnerable any time we see them--not just when they appear in distress or are very sick.
- Treat patients like they are your family.
- Communication is extremely important in patient care.
- Language barriers provide a situation when patient could be vulnerable to treatment they don't understand.
- To be more conscious of patient risks even when you don't anticipate them.
- Are you going for distance or going for speed?
- Take your time with patient care.
- We identified a lot of team dynamics and situational dynamics I hadn't thought of related to patient safety.
- The patient is someone's loved one. Treat them with dignity and respect.
- Patients can be stressed with any interaction you have with them.
- It is important to take time for patient care.
- SBAR and CUS
- Slow down.
- Own up to mistakes. Care for others like it's someone you love.
- Treat patient like they are your own loved ones.
- Teamwork and compassion are the most valuable factors moving forward in patient care.
- Situational. Human. Systemic errors.
- Patient safety is key.
- Be holistic in care.
- Patient safety is essential and requires teamwork, care, good communication, and many other different things.
- Nice to bring awareness to patient safety.
- There are a myriad of ways that errors occur. Being aware of the best way to prevent or recover from errors.
- Be a team!
- Mistakes happen to everyone. It's up to you on how you handle them.
- Listen, don't rush, communicate, practice self-care, and treat your patients like your own family.
- As physicians we need to slow down and be deliberate in everything that we do for our patients we need to take steps to improve our patients' safety.
- Many patient safety issues are preventable.
- That patient safety is a dynamic, changing factor based on factors of the system, personal, and occupational variables.
- I understand what makes patients vulnerable and when errors occur, so I can minimize that in my career.
- Treat patients as if they were your loved ones. Patient safety should be of premier importance.
- Realize you're treating another human.
- Care for the patient.
- Treat patients with utmost care and respect. Be diligent. Recognize and address contributions to protect and reduce harm to patients.
- Treat your patients like they're your loved one.
- Don't sacrifice patient safety.
- Understanding vulnerability for both doctors and patients.
- Clinician self-care Listening skills and observations. Effective patient care.
- If we continue to care, we will take care of our patients.
- Be aware of the patients' status / their meds before making decisions.

- Mess ups are inevitable, but we can approach prevention and (no more response).
- Place patient first to ensure their safety and ensure they receive the best care.
- Time to be deliberate in doing things and don't cut corners.
- Take care of yourself so you can take care of others
- The biggest takeaway for me was to be considerate and attentive to the patient and remember that they are the biggest priority.
- The importance of slowing down and listening to others to avoid mistakes. This includes listening to patients and others close to the situation (ex: family members).
- Patient centered care and insuring patient safety are essential in providing the best and most effective care. Being intentional and taking the time to do the right things and pay attention to those in your care.
- Recognize the systematic, human, situational shortcomings of healthcare and have a plan to address them. Think about how to make a difference.
- SBAR CUS
- Patients have family. Take care of yourself.
- Effective communication between providers needed to maintain safety.
- Communication is key.
- Communication = SBAR // Mutual support = CUS Everyone messes up. Own up to it and fix it. Be intentional. Be deliberate. Slow down.
- Slow down. Be accountable.
- Remember every patient is somebody's loved one.
- Treat patient like your family. Consider all factors contributing to patient safety. Take your time.
- The reminder that patients are people's loved ones and to never forget that. We will fail - own up to it.
- Discussion of the systematic, human, and situational factors that affect patient care.
- Fix your mistakes.
- #1 patient care.
- Treat patients like they're your friend or family member. Take their concerns seriously even if they are debilitating.
- Kelly's whole speech.
- Must work together to provide the highest standard of patient care.
- Actually listen to the patient. Take time for yourself to prevent burnout. Rely on colleagues.
- Treat each patient like a family member.
- Patient care is of utmost importance and there are a lot of things to take into account with it.
- Treat patients as if they were family members.
- Paying attention to patient safety and vulnerability will result in better care.
- Treat your patients like they're someone's loved one. Go for distance, not speed. Be intentional and deliberate.
- Treat the patient as if they're our own family to provide the best care.
- Take time to do the job right and compassionately.
- "That patient is some one's loved one."
- CUS - Concern, unsure safety Distance or speed? Go for the long run and not the quickest way
- You are going to make an error, own up to it. Everybody will screw up.
- Self-care can reduce errors.
- The patient is vulnerable from the minute they walk in the hospital. Quality care begins with the first person they interact with.
- Communicate Take care of self
- Physician burnout leads to poor patient outcomes.
- Think of patients as family when you treat them.
- Burnout occurs in 50% of people who practice. Self-care is important. Treat patients like your Mom or Dad.
- SBAR More than the patient is affected by the providers actions
- Understanding that patient safety is impacted by numerous factors.
- Awareness of things that compromise safety is the first step in doing better by our patients.

- Be sensitive to the patient and treat them as one of your own.
- SBAR Burnout is a real problem and increasing.
- We should slow down and keep our patients safe.
- There are many types of factors that can contribute to an adverse event.
- Be sympathetic with patients when at all possible.

Q10 - Please note any changes or improvements in your (future) practice that you plan to make as a result of attending this educational activity. If no changes are identified, please explain why (program format, content not appropriate, nothing learned, etc.)

- I don't know enough (lack of experience) to change my behavior, but I will pay more attention to the possibilities of loopholes that will lead to potentially harming the patient.
- Nothing has changed. I thought that most of this was common sense.
- I plan on caring for them more and giving them my best. Slowing down.
- Slow down--people will appreciate it.
- Self-evaluating to make sure I'm not becoming indifferent.
- Try to work on communicating with my future teammates better.
- Listening and hearing the patient.
- I will be more vigilant about patient safety.
- I can't be prideful with patient care. Always act like the patient is your mom, dad, brother, sister, etc.
- Make sure to listen/understand cultural and personal needs of patients that contribute to safety.
- If time permits, more examples and applications of patient safety should be offered.
- I will pay attention to detail.
- Listening and not just hearing. Being aware of contributing factors and how to maintain patient safety even with these factors.
- More interaction. More educational slides/information. Gear it more toward physicians.
- I think I will focus on being more vulnerable with others so that I can do so with my future patients.
- Consider other causes of issues before changing course.
- I will take care of myself, so I can better care for my patients.
- I will consider other aspects of a patient's care safety that I would have otherwise overlooked.
- Implement techniques to reduce errors.
- This discussion reiterated the importance of humanistic qualities.
- I will pay attention to details and care!
- I plan to be more cognizant of the factors affecting patient safety.
- CUS/SBAR
- Just being more conscious of the areas that pose vulnerability to patient safety and being proactive to avoid weak areas.
- CUS as a tool for communicating with colleagues.
- Even cultural differences can make a patient vulnerable. In practice, I will be conscious of these differences and do my best to ensure the patients' needs are met appropriately.
- SBAR, CUS
- Over communication with staff.
- Don't let personal matters/issues bleed into patient care.
- Try to better accommodate people who are in vulnerable states.
- I will pay more attention to the decision-making state of the patient.
- I will try to make the most of my time with patients and will advocate for patient safety.
- Avoid pride and always put the patients' needs first.
- I will remember to slow down with each and every patient interaction to do my best for patient safety.
- Be conscious of when you're feeling burnt out and try and make changes. Be aware that these patients are still people.
- Building rapport and being intentional in getting to know them.
- There are many factors that affect patient safety but being aware of them makes me more conscious of these problems.

- Being aware and advocating for preventing safety errors.
- I plan on caring for my patients as if they are my loved ones.
- Own up to mistakes.
- Use the CUS method of communication.
- Will be more holistic in care.
- I want to be more conscious and careful.
- Plan to own and correct mistakes as soon as possible.
- I will use better communication skills to convey information between healthcare team members and my patients.
- I will take the time to listen to those I care of.
- I will be diligent in acknowledging and correcting my mistakes.
- I will be attentive and respectful of nurses. I will try to be informative during hands-off moments (weekend).
- Treating people by considering their background.
- The care of myself so I don't have burnout or a bad attitude, so I can have the best patient care.
- Making sure to communicate with the patient and understand their vulnerability.
- Seeing more of the consequences of my choices.
- Own up to mistakes. Coordinate care with the healthcare team.
- Treat each patient like a family member.
- Making sure to attend to each patient with as much care as I would give a loved one.
- Practice mindfulness and being present in the moment. Be able to admit mistakes.
- Assessing the situation both at the place of work and in the patient care could cause errors.
- Seems like a lot of common sense / things we've heard before.
- When coming to work tired or after a stressful day, making sure to focus and be slow and more intentional when attending to patients.
- I will be accountable and listen to my staff.
- Appreciate the vulnerability of the patient.
- Be careful, deliberate, and thoughtful with your patients care.
- Communicate more effectively.
- None, years past clinical experience.
- Listen to the patient
- Take strides to support colleagues and bring up issues.
- Think of the patient as my parent or sibling when caring for them.
- Be intentional, be attentive, ask questions, take care of myself.
- Slow down as to not miss any important information.
- SBAR = Situation, background, assessment, recommendation
- Don't rush through with patients even if you're busy. More mistakes are made when you're rushed. Own up to your mistakes.
- Treat a patient like your mother, sibling, etc.
- Get more sleep.
- I will try to keep in mind that any interaction with a healthcare provider is potentially occurring at a time where the patient may be feeling vulnerable and I should strive to accommodate and alleviate that as much as possible by providing for them.
- Listen to nurses and treat coworkers with respect - increases patient safety and outcomes.
- Believe the concerns patients express.
- Trying to really understand where they are coming from, not just be annoyed if the issue is simple.
- To keep patients at the forefront of mind to ensure patient advocacy and safety.
- I will try to own up to any mistakes I personally make.
- Be responsive to the patients' needs.
- Better monitoring of patient safety.
- I will plan to keep communication a priority.

Q11 - Do you have any unanswered questions or additional comments?

- What can hospital administration do to improve patient safety and decrease physician burnout as a chain of events?
- I feel like it's rough to really gauge how bad physician burnout is. We should definitely do more to prevent it.
- Time for this reflection should be set aside at the end to prevent overlap with listening please.
- Thank you for the great presentation!
- How do I address another's errors? Especially if I am "under" them.
- I'd like more information on burnout prevention.
- Great job and to the point. Well put together.
- The presentation is given assuming ideal world/conditions. Physician burnout is a real thing and undervalued.
- I wish we had an additional case study presenting an analysis of the error.
- How can we at DMU help to do those things to prevent burnout early in our careers and why aren't we doing them now. Ex: pass/fail grading system, getting rid of ranking/percentile.
- Instead of listening some solutions, I felt that it would be beneficial to spend time on those techniques.
- Want more time on the topic.
- What are hospitals doing to account for situational / system / human issues in patient safety?
- It was a great presentation.
- More strategies would be nice.

Q12 - Given the scope of your practice, what educational needs do you have?

- When I make a mistake, who can I turn to and who can I trust?
- To learn how to properly treat patients (both from a scientific and psychological standpoint).
- More education on burnout prevention.
- I need to learn how to best communicate with older patients so that they will understand and listen and it will stick. I am in the DPM program.
- Education in general.
- More education on diabetes.
- How to treat entire families.
- Learning to multitask.
- More podiatric medical-related patients and cases.
- How to best communicate with colleagues without instilling judgment from them.
- How to minimize system and human factors in errors and handle the situation properly.
- I do not fully understand/know the scope of practice at this time.
- I'd like more information on burnout prevention.
- Cultural competency education
- Practice utilizing the actual skills we touched on today.
- To learn about clinic experiences from elders and people who have actual experience every day in the healthcare field.
- Trial and error through exposure.
- I need to learn how to better respond to my own issues or mistakes.
- I want to know how I can better change my care to improve patient care.
- Religious and other cultural education.
- I want to go into critical care so understanding vulnerability of patients who are incubated / unable to communicate.
- More strategies on how to account for these issues.
- I would love more ways DMU is addressing and teaching us how to deal with these situations.
- How to correct medical mistakes and avoid lawsuits, repair trust, etc.
- Education templates to use for efficient, safe communication.