



Isn't it great when you have someone in your corner, cheering you on? The Risk Management and Patient Safety Institute (RM&PSI) has experts who do just that. We offer three peer mentor programs — infection control, risk management and patient safety, and quality management — to provide support, skills-improvement and leadership training. Whether you are a new risk manager or an experienced patient safety leader, you will benefit from our proven expertise.

The Risk Management Mentor Program is a worthwhile investment for any health care facility. Each program provides information and hands-on experience in all of the areas of health care risk management. My confidence in managing situations has grown tremendously, and the risk management program at my hospital has gained credibility as a result.

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THE RISK MANAGEMENT AND
 PATIENT SAFETY INSTITUTE

Partnering to Advance Patient Safety

(888) 466-4272
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**THE RM&PSI
 MENTOR PROGRAMS**

Mentoring Your Career Potential



RM&PSI
 THE RISK MANAGEMENT AND
 PATIENT SAFETY INSTITUTE



ONE-ON-ONE MENTORING TO IMPROVE YOUR SKILLS, CONFIDENCE AND MANAGEMENT ABILITY

In each mentor program, participants are led through critical-thinking scenarios, professional readings, organizational assessments and data management analysis, as well as dialogue and problem solving exercises. An RM&PSI expert is available to discuss module materials, assessment findings and troubleshoot on daily challenges as well as to guide each participant through the structured objectives of the program.

INFECTION CONTROL PROGRAM

- ★ learn how to conduct orientation education and evaluate employee competency
- ★ enhance the infection control reporting process and assessment
- ★ increase sterilization, disinfection and sanitation
- ★ improve infection control practices on patient care units
- ★ set goals for infection control and employee occupational health
- ★ learn how to effectively handle waste management/biohazards
- ★ discover elements of a comprehensive, organizationwide program

RISK MANAGEMENT AND PATIENT SAFETY MENTOR PROGRAM

- ★ learn how to conduct an organizational assessment and implement structural building blocks for a risk management and patient safety culture, including care components of risk identification, analysis and treatment

- ★ gain risk management resources for regulatory, licensure and accreditation compliance
- ★ discover methods for designing work-flow processes to maximize risk management and patient safety
- ★ gather strategic tools for interfacing quality management, risk management and patient safety

QUALITY MANAGEMENT MENTOR PROGRAM

- ★ learn to conduct a systemwide, “tracer type” quality assessment of high-risk, high-volume, problem-prone patient service components
- ★ serve as a resource in the quality-based strategic planning process and in facility-wide quality and patient safety education
- ★ evaluate customer feedback (health care consumers, employees, physicians, accrediting bodies, regulators, third-party payers) and incorporate it into program goals and strategies
- ★ learn collaborative goal-setting, redesign and successful implementation of high-reliability clinical processes
- ★ understand how to define and fully utilize data resources and outcome measures
- ★ coordinate the medical staff quality and peer review programs and the credentialing and privileging processes