



Learning System: How to Improve Quality and Patient Safety

by Capella Healthcare



WHAT'S COVERED

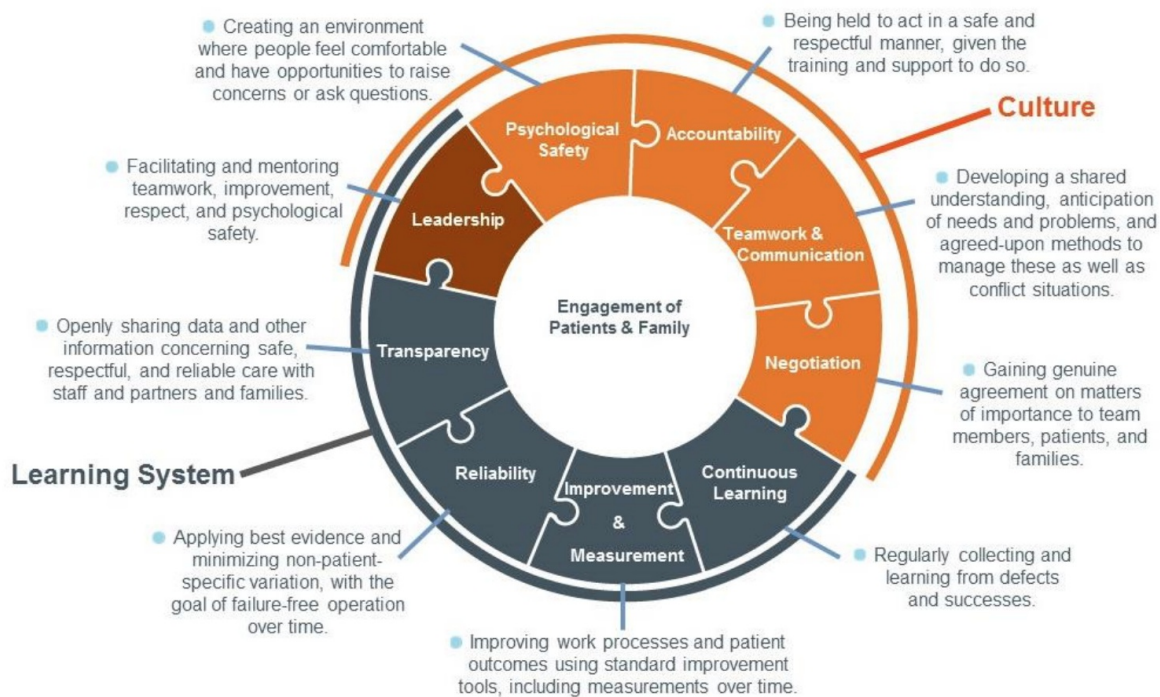
In this lesson, you will learn how to use a learning system to improve quality and patient safety.

Specifically, this lesson will cover:

1. Learning System Components
2. Importance of Leadership

1. Learning System Components

In previous courses, you saw how to use the Framework for Safe, Reliable, and Effective Care to explore the culture domain in healthcare. In this course, you will discover how the components of the learning system domain can work together with Culture to form a high reliability organization that consistently delivers safe, reliable, and effective care to patients.



Framework for Safe, Reliable, and Effective Care.

Source: Frankel A, Haraden C, Federico F, Lenoci-Edwards J. *A Framework for Safe, Reliable, and Effective Care. White Paper. Cambridge, MA: Institute for Healthcare Improvement and Safe & Reliable Healthcare; 2017.*

The learning system has four components—transparency, reliability, measurement and improvement, and continuous learning—as well as leadership, which is a shared component. The lessons that follow will be a discussion of these components.

2. Importance of Leadership

Leaders play a vital role in supporting a robust learning system. They must understand, encourage, and apply the concepts of improvement, reliability, and continuous learning. Training for management and senior leaders must take place so they can fully embrace the culture as well as the components of the learning system. They are also responsible for providing transparency regarding quality data in order to learn about and improve systems and processes.

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Support

If you are struggling with a concept or terminology in the course, you may contact RiskManagementSupport@capella.edu for assistance.

If you are having technical issues, please contact learningcoach@sophia.org.