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2017 Theme: Quality and Safety

Welcome to the Global Perspectives on Quality and Safety workshop held at the Hiroshima University, Japan in August, 2017. Scheduled to take place concurrent with the Peace Memorial Ceremony on August 6, the Patient Safety nursing workshop will include expert speakers from INU participating schools of nursing, a guest expert from the US, joint sessions with other INU workshops, visits to community sites, and interactive case studies in which students apply learning principles from Quality and Safety Education in Nursing (QSEN).

The workshop will run for nine days, with presentations by nursing academics and researchers most days, as well as small group work and sessions with students in the INU Global Citizenship and Peace programs. Students will be assigned to one of six groups, each of which will explore patient safety practices using a specific scenario. These workshop scenarios have been designed to allow undergraduate nursing students to identify strategies to deal with health problems that result in unsafe practices. The scenarios aim to encourage students to think about how they might manage particular health conditions and situations with a focus on logistics and managing situations to reduce the impact of the errors, rather than the treatment of specific health conditions.

Please note an electronic device e.g. computer or iPad etc. is required. You will need a computer to complete your work as well as email access for sending and receiving documents. If you have any questions about computer concerns or issues, notify your faculty representative.

The overall aim of the workshop is to engage nursing students and faculty in academic and applied inquiry regarding patient safety and quality of care so that graduating nurses can ensure quality healthcare delivery in their future nursing practice.

has a distinguished record in advancing nursing education locally and globally. She is professor and Associate Dean for Practice and Global Initiatives at the University of North Carolina (UNC) at Chapel Hill School of Nursing. An expert in



patient care quality and safety, teamwork and interprofessional education, her work focuses on transforming health care environments by expanding relational capacity of health care providers. She has examine patient satisfaction with pain management outcomes, the spiritual dimensions of care, and teamwork as a variable in patient safety.

Sherwood has been in the vanguard of educators integrating quality and safety in health professions education. She was co-investigator for the award-winning Robert Wood Johnson Foundation funded Quality and Safety Education for Nurses (QSEN; www.qsen.org) project to transform education and practice to prepare nurses to work in and lead quality and safety in redesigned health care systems. The QSEN Steering Team received the Honor Society of Nursing, Sigma Theta Tau International Nursing Media Award, and its website (www.QSEN.org) received the Information Technology Award.

Her professional service includes two terms as Vice President of Sigma Theta Tau International the Honor Society for Nurses, the Research Committee of the National Patient Safety Foundation, the Technical Expert Panel of Team STEPPS, the QSEN Advisory Board, and past president of the International Association for Human Caring. She is currently faculty for the STII/Elsevier Nurse Faculty Leadership Academy and advisor for the Technical Expert Panel for the Patient Centered Care AHRQ Task Order at Med Star Health.

Her work bridges U.S. and global organizations to expand nursing undergraduate and graduate education capacity to serve developing regions. Formerly executive associate dean at the University of Texas Health Science Center at School of Nursing, she bridged

academia and practice through a joint appointment as co-director of the Center for Professional Excellence at The Methodist Hospital. She led numerous educational outreach programs in developing areas both on the Texas-Mexico border and around the world. A global ambassador for nursing, she has worked with nurse educators in Kazakhstan, Sakhalin, Macau, Thailand, Taiwan, England, Mexico, Sweden, and Kenya, and helped lead the nursing education renaissance in China. Widely published, she is co-editor of four books. I

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H A (second place AJN Book of the Year). Among many honors, she was awarded Outstanding Alumnus at Georgia Baptist College of Nursing and the University of Texas at Austin, the Special Award for International Interprofessional Education Award from the Prince Madhidol Conference, and Outstanding Educator Texas Nursing Association District 9.

Dr. Christine Argenbright received her Doctor of Philosophy in Nursing from the University of Arizona in 2012. Her major and minor areas of doctoral work focused on vulnerable populations and chronic illness respectively. Her area of expertise is in adult health and quality improvement in health care organizations. She currently teaches in the undergraduate and graduate nursing programs at James Madison University School of Nursing, Harrisonburg, Virginia, USA.



Dr. Argenbright has an extensive 30-year history in various positions in health care organizations and academia. She has held many leadership positions in the acute care setting ranging from Director of Quality Improvement to executive leadership positions.

Dr. Bengtsson has worked as a specialist nurse in gastroenterology for several years, and is also an educated theatre nurse. Since 2006 she is a lecturer at Malmö University, and her two primary teaching subjects is Nursing and Safety. She has a master degree in Nursing, and a doctoral degree in Care Science. Dr. Bengtsson is the Director of the Nursing program at Malmö University. She has published several papers and written chapters in books.

Herrera

Dr. Maria Jimenez Herrera is a specialist in urgent and emerm24 0 0 475.51 Tm[reW* nqSu30(t)9(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(a)3(9(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(a)3(9(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(a)3(9(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(a)3(9(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(a)3(9(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(a)3(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(a)3(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(a)3(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(a)3(en)-2(c8tW Tm[d)-4(egr)4)-192(C)3(en)-2(en)-2(en

Dr Portia Jordan is an associate professor and head of department at the nursing school at Nelson Mandela University, Port Elizabeth, South Africa. Her specialty area is intensive care nursing, as well as nephrology nursing. Furthermore, she obtained a Masters in Business Administration at the business school.



NMU. Her research focus area includes mechanically ventilation in high acuity areas, and evidence-based practice implementation. She has published various book chapters, is the co-editor of a nursing book and various peer-reviewed journal manuscripts.

Ms Lee Peng Lui teaches on the Perioperative courses (Workforce Development and Foundation Degree) at Kingston University since 2009. Previously, she has worked as a scrub and anaesthetic nurse however, she still currently practices clinically. Lee has presented at an international nursing conference and university conference on her degree evaluation research. Currently, she is undertaking a PhD exploring cultural competence and compassion. Lee is also a fellow of Higher Education in the UK.



Ms Mlatsha is a lecturer in the field of Mental health sciences. She boasts a few years in a variety of Hospitals and primary health care clinics in the Eastern cape working as a pediatric and HIV/TB nurse. Ms Mlatsha is the chairperson of marketing in her department, an Alumni



executive member of NMMU/UPE, secretary of the Nursing Educators Association and member of the STII. Her main interest is Teaching and learning, she spends most of her time as a motivational speaker, developing and empowering young individuals. She was awarded the Ms Horence Nightingale trophy, also granted the opportunity to visit the St he was recently

nominated as one of the eight task team members across SA to investigate Mental health policies, infrastructure plans, and strategic plans

Dr. Moriyama has taught at Hiroshima University since 2002. She previously worked at Ministry of Health, Labor and Welfare as a nursing specialist, where she contributed to the development of the National Long-term care insurance system. Prof Moriyama is a clinical nurse specialist in gerontology, and is an expert on chronic care and family nursing. Additionally, she served as a chair to the 10th International Family Nursing Conference. Prof. Moriyama is a board member of many professional and academic organizations and won national and international awards in her field. She has published numerous papers and books.

Dr. Julie Sanford is a Professor and Director of the School of Nursing at James Madison University in Harrisonburg, Virginia, USA. She graduated with her BSN from the University of Alabama, MSN from the University of South Alabama and DNS from Louisiana State University in New Orleans, Louisiana, USA. Her research foci include informal caregiving, decision making and the scholarship of teaching and learning. Dr. Sanford has over 25 years of

award winning nurse educator who gets great joy helping other nurses meet their professional nursing goals. She is honored to represent James Madison University, the USA and work with committed nursing faculty from the International Network of Universities.

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John Hersey (1946), . New York: Penguin Press.

• Available on-line at http://archive.org/details/hiroshima035082mbp

Hiroshima Peace Memorial Museum web site (Seminar studentswill visit the museum on August 7, but it is helpful to browse theweb site before visiting):

- http://www.pcf.city.hiroshima.jp/virtual/VirtualMuseum_e/visit_e/vist_f r e.html
- Sherwood, G. & McNeill, J. (March 2017). Reflective Practice: Providing Safe Quality Patient Centered Pain Management. H E E-pub ahead of print posted 2-10-2017, 10.2217/pmt-2016-0053 © 2017 Future Medicine Ltd.
- Sherwood, G. & Nicol, B. (March 2017). Integrating Quality and Safety Competencies to Improve Outcomes: Application in Infusion Therapy Practice. B.
- Sherwood, G. (2015). Perspective: Nurses Expanding Role in Developing Safety Culture: QSEN Competencies in Action. B
 F. . 20(8) 734-740.

Sherwood, G. & Zomorodi, M. (2015). A New Mindset for Quality and ice.

http://www.who.int/en/

http://qsen.org/ Emphasis on the QSEN competencies

Students should arrive prepared to present a 15-minute discussion about their country, country healthcare system and safety initiatives. The presentation is limited to 12 PowerPoint slides, plus a title slide. If more than one student participates from the same country the information will be presented together.

You must submit your presentations via email to: Prof. Michiko Moriyama morimich@hiroshima-u.ac.jp the evening of Sunday August 6th. Please use Nursing Workshop Student Country in your subject line when you send your email.

Please practice your presentation to make sure it fits into a 15-minute timeframe. In fairness to all, presentations will not be allowed to go over their allotted time, so a single designated speaker for each country will work best, though all should be involved in developing the material.

Use the following questions to focus your presentation: Use the following questions to focus your presentation:

- What are the size, population and key features of your country? (1-2 slides)
- How does your country provide health/illness services to the population? (2-4 slides)
- Patient Safety and Quality of Nursing Care (3-6 slides)

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- o How do health care organization(s) prevent problems with patient safety and quality of care?
- During or after a patient safety incident, how does health care organizations respond?
- What does the government or health system do to address problems with patient safety?
- o How are nurses and other health care workers used to address problems with patient safety?
- Statistics on health care related errors in your country.

You should consult with the nurse faculty member of your home university as you work on your presentation.

During this workshop, you will be assigned to a small group with other students. Your group will be assigned a specific type of health care related patient safety scenario and you will be asked to consider nursing concerns and actions appropriate to the scenario. You will meet several times, and be asked to think about your assignment; identify issues; report on possible solutions.

Facilitators will guide you through this process, and you will be given additional handouts. You should, however, be sure to review the documents referenced in this student handbook before the workshop. Some of these documents are general; others are specific to one of the scenarios, and you need only review those specific to your assigned scenario prior to the workshop.

During the workshop, you will be involved in simulations that are related to the QSEN principles that will be discussed in the required readings and again reviewed in the workshop.

In addition to the activities specifically planned to quality and safety in nursing, the course faculty have scheduled a number of activities that will orient you to the culture of Japan. This is an opportunity to see both a health topic and a specific culture, and not to be missed.

Please see the Travel Guide page 6-12.

Hiroshima University will make accommodation reservations. The accommodation is booked during the Nursing workshop only (check-in Aug 3, check-out Aug 13).

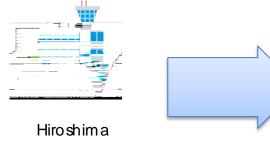
Hiroshima University staff will make a bulk payment to the hotel/guest house instead of each student paying separately. Please prepare the full amount of accommodation fee and give to the Hiroshima University staff when you check-in the hotel/guest house or the first day of the program.

Please pick up your welcome packet at your hotel reception.

Hiroshima University staff will provide JASSO scholarship after the class on August 7, 17:30-17:45. Please wait for the staff at the same room.

Hiroshima Techno Plaza Hotel is located in Higashi Hiroshima City (a city in Hiroshima Prefecture). Hiroshima University Main campus is located there.

Saijo Taxi staff will wait for you at the departure gate of Hiroshima airport.





Hiroshima Techno Plaza

Hiroshima Techno Plaza

* Breakfast included Check-in: August 3

Airport

Address: 3-13-26, Kagamiyama, Higashi-Hiroshima, Hiroshima, Japan 739-0046 Phone: +81-82-420-0500 Fax: +81-82-420-0501 Website: https://www.h-techno.co.jp/index.html

* Convenience stores and shops located around the hotel.

(7 minuts to Seven-Eleven on foot, open 24hours a day) (5minutes to Every on foot, open 9am-9pm)

There are restaurant around the hotel, in case you arrive late time, you had better to have dinner before you go to the hotel.

VIAINN Hiroshima

* Breakfast included

Check-out: August 13 (USA)

Address: 2-50 Matsubara-cho, Minami-ku, Hiroshima, Japan 732-0822

Phone: +81-82-264-5489 Fax: +81-82-264-6112 Website:

http://hiroshima.viainn.com/

* Convenience stores and shops located around the hotel.

Hiroshima University staff will make a bulk payment to the hotel/guest house instead of each student paying individually. Please prepare for whole amount of accommodation fee and give to the Hiroshima University staff at lunch time on August 4.

Kasumi campus of Hiroshima University is located in the center area of Hiroshima City. Hiroshima University Hospital and your accommodation during the course duration are also located there.

From <u>Hiroshima Airport</u>

Please take the Airport Limousine Bus to Hiroshima Station, Shinkansengate. It takes about 45 minutes. The fare is 1,340 yen for one way.

From <u>Hiroshima Station</u>

Please take Green Bus no. 5 at Platform A in Hiroshima Station South Exit and get off at the last stop. It should take approximately 10 minutes. The fare from Hiroshima Station to Daigaku Byouin Mae (Kasumi Campus, last stop) is 220



*DO NOTtake Bus no .5-2, it will NOTgo to Kasumi Campus. You can also

take a taxi from taxi terminal at Hiroshima Station to Hiroshima University Hospital main entrance. It takes about 1,000 yen.

You will see Hiroshima University staff (Mr. Okada) at the Airport Limousine bus stop of Hiroshima Station, Shinkansen-gate, go to the Kasumi Campus with him and receive your room key from him. Then please pay the full amount of accommodation fee to him.

Hiroshima Airport Hiroshima Station Hiroshima University Guest House

Meet with HU staff

Resident House' Ryozanpaku· (梁山泊)

Resident House' Koujin Kaikan (広仁会館)

Check-in: August 3, Check-out: August 13
Check-out: August 13

Address: Kasumi Campus, 1-2-3, Kasumi, Minami-ku, Hiroshima, Japan 734-8551 Phone: +81-82-257-5022 Website: N/A

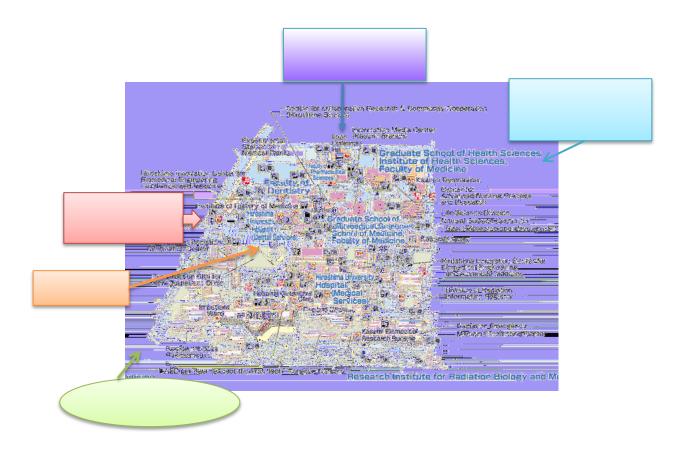
TV, refrigerator, microwave, air conditioner, drier, electric kettle, towels, bathrobe, toothbrush, hairbrush, razor, body sponge, shampoo, conditioner, body soap, slippers.

* Note: Wi-Fi is available in guest room and resident house. Convenience stores and shops located in/around the campus. Microwaves are available at the cafeteria.

You can purchase your meals in *cafeteria and shops on campus. In general, meals will cost 500 to 1000 yen, but it is also possible to eat outside the campus area. There is a meal map of Kasumi campus area in your welcome packet.

* Closed; 10 August to 13 August

Hiroshima University staff will make a bulk payment to the hotel/guest house instead of each student paying separately, please prepare the full amount of accommodation fee and give to the Hiroshima University staff when you check-in on August 3.



The best way to get around in Hiroshima is by bus. When you get on the bus in Hiroshima, use the middle door when riding and get a numbered ticket. Press the button to let the driver know when you are ready to get off, proceed to the driver, put the numbered ticket and exact fare into the box-like machine next to the driver. There's an electric board at the front indicating the fares for respective numbers. Check the board and your numbered ticket to know your fare.

In Hiroshima it will be VERY hot and humid in August. Bring light clothes, water bottle, good sunscreen, good walking shoes and if possible hat for your trip!!!

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Introduction, Welcome to faculty and students (orientation), Toyota lecture and LEAN Theory, Sakagura visit, Welcome Party
Joint Session with Peace Group; Peace Memorial Day; Peace Memorial Museum Tour, A-Bomb Survivor presentation, Call medical clinic visit
Peace Memorial Ceremony, Miyajima Trip, Lantern Ceremony
Introductions,

Welcome and Introductions Moderator: Prof. Michiko Moriyama, Hiroshima University, Japan	2F, Tourist Information at Saijo Sakagura Dori in Higashi-Hiroshima City
 Orientation & Instructions for visit Introduction to reflective writing Healthcare in Japan Prepare for lecture from Toyota LEAN theory burst High reliability organizations Break	2F, Tourist Information at Saijo Sakagura Dori
(LEAN methodology)	
(making sake) country side Taxi transfer to Saijo Campus	Kamoizumi
Welcome Reception	North 2 Dainning Hall, University Hall, HU

Saturday, August 5 Higashi Hiroshima | Activities Hiroshima City (UK, USA Students) at Techno Plaza Peace Memorial Park Peace Memorial Museum Tour Walk to the International Conference Center Hiroshima ラン) ____ from an Atomic Bomb Survivor ECG! ____ (on your own expense) Transfer Call Medical Clinic Hotel check out, Bus Trip INU tour Ε H 2 Н C Peace Memorial Park Е Н Ε !

(Optional) Miyajima Trip (Optional) Lantern Ceremony Kasumi Campus	Motoyasu River
Student Presentations Transfer to Mazda	Rm 301, Kasumi Campus, HU
- Museum, Mazda - headquarters: lecture - Mazda Hospital - Lunch at Tsunagari Cafe Students to do reflection and debriefing after visit JASSO Scholarship recipients receive the funding. Student free time/shopping/meal on own	Mazda Rm. 301, Kasumi Campus
Students will get assignments with instructions Lunch (on your own expense)	Big Conference room, Koujin Kaikan, Kasumi Campus, HU
 Patient Safety Manager Electronic charting system Safety system Quality management 	HU Hospital

	Patient Safety and Risk Management Ikebana (The Japanese Art of Flower Arrangement) (Optional)	Rm. 301, Kasumi, Campus, HU Rm. 611, Kasumi Campus
	- System thinking, safety impacts - Basic Team Stepps (video) - Interprofessional exercise - Team work communication	Rm. 301, 302, 203, 205, 403, Big Conference room, Koujin Kaikan, Kasumi Campus, HU
	Student time for presentations preparation	Rm. 301, 302, 205, Kasumi Campus, HU
	- Observation of Healthcare facility To Nursing Home Lunch at Nursing Home Discussion with nurses	Nursing Home -Kunikusa
	Back to school - Group Reflection	Rm. 301, 302, 205, Kasumi Campus, HU

(Optional) Kendo Diner on own	Gymnastic hall at Kasumi Campus	
Continuation of QSEN, SBAR, Feedback etc.	Rm. 301, 302, 205, 403 Kasumi Campus, HU	
	Rm. 301, 302, 205, 403 Kasumi Campus, HU	
Group work to prepare for final presentation	Rm. 301, 302, 205, Kasumi Campus, HU	
	Rm. 611Kasumi Campus, HU	
_(Optional) Ocha (Japanese Tea Ceremony)	Room 611	
Partners/ Dr. Michiko Moriyama	Transportation Taxi DPP Health Partners	
Visit Sakurazaka Home- visiting nursing station	Sakurazaka Home Transportation Taxi	
Hospice Home Visit		
Students will be rotating through 3 activities: - High Fidelity Smulation - SBAR - Teachback	Rm. 401, 402, 403, 301, 302, Kasumi Campus, HU	

All nursing students participating in the Global Perspectives on Quality and Safety Workshop will receive a certificate of attendance at the completion of the course. Academic credit may be available through home universities and should be arranged there.

As an integral part of the program each participant will be asked to complete a survey at the beginning, end and six months following the Global Perspectives on Quality and Safety Workshop. All responses