1. Name at least 2 of the Institute of Medicine’s (IOM) 6 Aims for Improvement

2. List 2 reasons why a systematic, consistent strategy such as a surgical checklist can improve safety and quality of care

3. Name 4 web resources with information for improving patient care.

4. Provide your definition “systems issues” in the context of healthcare.

5. Provide your definition of “bottom-up change.”

6. Recall on error you were involved in or aware of, in the past…
   List 2 systems factors that might have contributed to that error …OR…
   List 2 changes you would make to help prevent others from making a similar error

7. List 1 benefit of providing feedback when errors and near misses are reported.

8. Please provide feedback to WikiEducator page creator with suggestions for improvement of this course. What worked well? What needs improvement? What did you find difficult about using this page or format? We need your feedback!