The Open School Story (so far) at University College London

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Our mission

• To raise student awareness of quality improvement and encourage student participation in improving the healthcare experience of their patients.

Our Aims

• Get students thinking about patient safety and quality improvement.
• Give students the opportunity to acquire skills to improve patient safety.
• Publicise the chapter and IHI’s message.
• Provide students with a platform to voice their concerns.
• Use a BOTTOM-UP MODEL FOR CHANGE.

Our Chapter’s Structure

Started by medical students with help of Dr Peter Lachman (Faculty Advisor) in July 2010.

Now expanding to include other healthcare students at the university:

• Audiology
• Nursing
• Pharmacy
• Engineers

Part of a global network of IHI Open School chapters.

Chapter Project

• Improving patient experience of anaesthesia with online video patient testimonials.
• Audit pressure ulcer risk assessment in our London teaching hospital.

Successes

• STRONG committee and faculty advisor support (named above)
• 80 person mailing list
• Identifying QI champions in our hospitals to link with students
• Securing funding from our medical school
• Launch event
• UK Region Team for IHI Advanced Case Study

Challenges

• Engaging students in the fundamentals of the Open School and the IHI.
  • This is not the fault of the students but the medical education system in the UK itself. It values the mass consumption of theoretical knowledge over the practical.

• Motivating members to complete online courses.

Future

• Patient safety Student Selected Module
• Follow an IHI Fellow Program – Tag along with an IHI fellow for a glimpse at the world of QI
• Handover project – teaching healthcare students about the importance of handover and standardised communication tools (e.g. SBAR)