

Open School

Adverse Events

Pre-Work (1 hour 45 min)

105 min	<p><i>PS 105: Responding to Adverse Events</i></p> <p>http://app.ihi.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849fi83d4/614af4d5-09ed-4c08-b495-59673b0a581a</p>
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Classroom Session (1 hour)

5 min	Introduction: When was the last time a restaurant messed up your order? What happened? How did you feel during and after the mishap, and why?
20 min	<p>Overview and discussion of adverse events</p> <p>http://www.ihl.org/communities/usergroups/openschoollessonplans/SharedResource/PS105/PS105_lecture.pptx</p>
20 min	<p>Case study: What Happened to Alex?</p> <p>http://www.ihl.org/education/IHIOpenSchool/resources/Documents/CaseStudy_WhatHappenedtoAlex.pdf</p>
15 min	<p>Exercise: Practice Responding to Adverse Events</p> <p>http://www.ihl.org/education/IHIOpenSchool/resources/Documents/PS105_exercise.pdf</p>

Homework (1 hour 15 min)

75 min	<p>Reading and reflection</p> <p>http://www.ihl.org/communities/usergroups/openschoollessonplans/SharedResource/PS105/PS105_assignment.pdf</p>
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Assessment (1 hour)

60 min	<p>Exam</p> <p>http://www.ihl.org/communities/usergroups/openschoollessonplans/SharedResource/PS105/PS105_assessment.docx</p>
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