

U.S. Department of Defense

Patient Safety Program

About the DoD Patient Safety Program



Partnering for a new level of care

Mandated under the Floyd D. Spence National Defense Authorization Act of 2001, the Department of Defense Patient Safety Program (DoD PSP) is a comprehensive program that provides products, services, educational and training resources to help ensure the safe delivery of health care to TRICARE beneficiaries across the Military Health System (MHS). The guiding principles include: encouraging a systems approach across the Services to create a safer patient environment; promoting innovation and creativity while engaging leadership; fostering a culture of trust and transparency through communication, coordination and teamwork; and embracing of national initiatives deemed beneficial to the MHS.

The DoD PSP strives to promote safe care environments for a healthy military work structure; support efforts to equip beneficiaries to partner with their healthcare providers to ensure safe care; reduce overall healthcare costs through delivery of safe care; develop processes and products to improve patient safety practices; promote a culture that optimizes the use of resources; and demonstrate patient safety impact. Ultimately, the DoD PSP, in collaboration with the Clinical Quality Division, is leading the MHS to a culture of quality and safety.

Products and Services

The DoD PSP provides a variety of solutions designed to continue to improve the safe delivery of care to DoD beneficiaries. These include:

Patient Safety Manager Training Curriculum

The DoD PSP offers a comprehensive training program for first-year Patient Safety Managers. The five day curriculum includes a classroom course supported by online training and resources.

TeamSTEPPS®

The DoD PSP actively assesses, trains, and implements Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS). TeamSTEPPS is designed to optimize patient outcomes by improving communication and other teamwork skills among healthcare providers who reliably deliver safe, high quality care. TeamSTEPPS consists of numerous ready-to-use materials and training curricula necessary to successfully integrate teamwork principles into all areas of a healthcare system.

Team Resource Centers (TRCs)

The DoD PSP has designated TRCs that conduct fundamental research and special projects on teamwork and patient safety. TRCs develop and validate team metrics and tools to include simulation, demonstration projects and applied research with a specific focus on translating research findings and theory into safer team processes and patient outcomes. TRCs are centers of excellence for team-driven care within MHS.

Patient Safety Learning Center (PSLC)

The DoD PSLC is a member-based community wiki, which is a Web site that allows multiple users to create, modify and organize Web page content in a collaborative manner. The PSLC helps members communicate and collaborate

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by providing capabilities including: Online discussion forums; file sharing and storage; lessons learned and best practice sharing; and community calendars. DoD personnel can register for an account by visiting <http://health.mil/dodpatientsafety>.

Patient Safety Reporting System (PSR)

The PSR is a Web-based tool that enables enterprise-wide reporting of both medication- and non-medication-related patient safety events, including near misses. An anonymous, secure confidential and easily-accessible online tool, the PSR will help identify trends including areas for patient safety improvement.

The DoD PSP offers additional resources that help improve patient safety, including:

- **Learning Action Network (LAN) Webinars** – Interactive monthly seminars focus on a specific patient safety topic. Expert presenters share the latest evidence, best practices, lessons learned and success stories from within the DoD and civilian health care settings.
- **Toolkits** – Just-in-Time training, action steps and resource guides for specific patient safety issues targeted for healthcare providers, education specialists, and patient safety managers.
- **Publications**
 - **Alerts, Advisories and Summaries** – Provided by the Patient Safety Analysis Center, these publications provide time-sensitive information to senior leadership, providers and staff about important patient safety issues. These publications provide background, general information and recommendations for addressing the patient safety issue.
 - **Focused Reviews** – Inform healthcare providers of trends, notable causal factors and useful lessons learned from events reported in facilities. Provides the latest patient safety innovations and recommended solutions from literature and military treatment facilities (MTFs).
 - **DoD PSP Quarterly Newsletters** – Inform the MHS community of developments, milestones and events.
- **Team Effectiveness Accelerator (TEA)** – Web-based tool for enhancing teamwork skills and effectiveness. The TEA captures information from team members and produces a customized guide that an instructor, team leader, professor or facilitator can use to lead an efficient, focused debrief or after-action review.
- **Medical Team Performance Assessment Tool (MTPAT)** – PC-based performance measurement tool designed for improving team performance in both live and scenario-based medical environments. Supports the transition and sustainment of TeamSTEPPS® into daily practice.

Our Partners

To help improve overall patient care and safety in the MHS, the DoD PSP collaborates with several Federal agencies including the U.S. Department of Health & Human Services' Agency for Healthcare Research and Quality (AHRQ) and the Department of Veterans Affairs' Health Administration. The DoD PSP also partners with several nonprofit organizations.

For more information, and to view all DoD PSP products and services, visit <http://health.mil/dodpatientsafety>.