



Army Medical Command Patient Safety Conference

**Enabling the Patient Safety Community
via the Patient Safety Learning Center
on behalf of the DoD Patient Safety Program**

Director, Healthcare Team Coordination Program

August 26, 2009



Quick Opinion Poll



1. Do you believe that collaboration with others is important in fostering patient safety?

If you agree, please raise your hand.

2. Are you willing to share best practices related to patient safety within the constraints of 1102-protected quality assurance control requirements?

If you agree, please applaud.

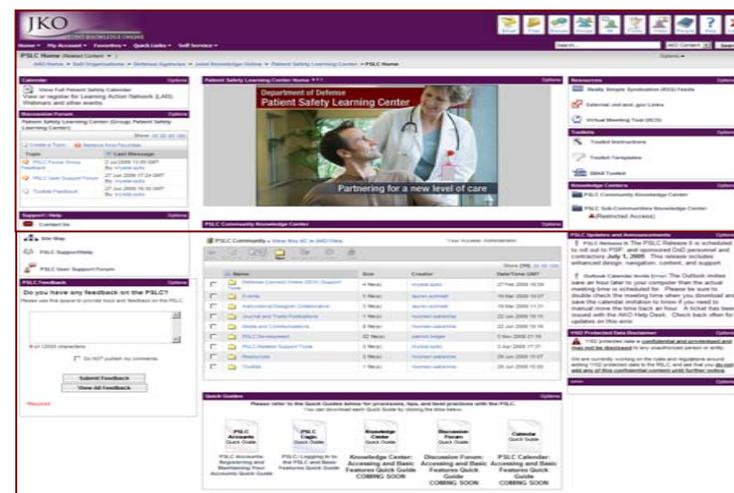
3. Are you willing and interested in learning a new techniques that foster this collaboration and knowledge sharing?

If you agree, please stand.



What is the DoD PSLC? What's in it For Me?

- **DoD's Patient Safety Learning Center (PSLC)**
- **Secure online knowledge collaboration portal supports active knowledge exchange via:**
 - ◆ Online discussion forums
 - ◆ Shared and restricted calendars
 - ◆ Shared and restricted file storage and sharing
 - ◆ Virtual meeting tools
 - ◆ Member-driven learning
 - ◆ e-Learning and classroom learning registration and tracking
 - ◆ Purposeful relationship building



***Most importantly . . .
this is YOUR
Learning Center***



How is the PSLC Leveraging Existing Government Off-the-Shelf (GOTS) Capabilities?

The DoD PLSC is a “Community of Interest” within JKO



- PSLC leverages the Joint Knowledge Development and Distribution Capability (JKDDC) Joint Content Management Architecture (JCMA) Joint Knowledge Online (JKO) Portal and technologies



- JCMA hosted on existing GOTS Army Knowledge Online (AKO) / Defense Knowledge Online (DKO)

JKO Joint Content and Portal Metrics

- 94,000 registered users
- 324 courses
- 1,529 hours of instruction
- 205,000 course completions



What Tools Do I Gain Access to Via the DoD PSLC?

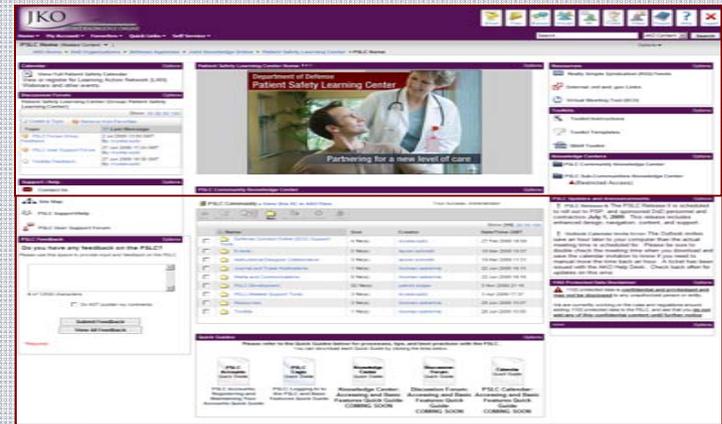
PSP Web Site (Public Informational Content)



Login via secure (https) connection to NIPRNet



Patient Safety Learning Center (Community Space for Members Only)



Integrated GOTS simplifies access for Patient Safety Members



Defense Connect Online
(Virtual Meetings)



Army Training Readiness Reporting System
(Army Readiness via Course Completion)



AtlasPro
(Learning Mgmt System)



ROCCE
(e-Learning Authoring Tool)



Joint Knowledge Online
(Joint Content Portal)





Home Page of the DoD Patient Safety Learning Center (PSLC)



JKO
JOINT KNOWLEDGE ONLINE



Home > My Account > Favorites > PSLC Home (Related Content) > AKO Home > DoD Organizations > Defense Agencies > Joint Knowledge Online > Patient Safety Learning Center > PSLC Home

Calendar

View Full Patient Safety Calendar
View or register for Learning Action Network (LAN) Webinars and other events.

Discussion Forum

Patient Safety Learning Center (Group: Patient Safety Learning Center)

Show 10 20 50 100

Create a Topic Add to Favorites

Topic	Last Message
PSLC User Support Forum	6 Aug 2009 00:38 GMT By: krystal.spitz
PSLC Focus Group Feedback	2 Jul 2009 13:50 GMT By: krystal.spitz
PSLC Release II Comments	3 Aug 2009 17:54 GMT By: krystal.spitz
Toolkits Feedback	27 Jun 2009 19:30 GMT By: krystal.spitz

Support / Help

Contact Us

Site Map

PSLC Support/Help

PSLC Member Support Topic

PSLC Sub-Communities

Below is a list of PSLC Sub-Communities and their Administrators. The members of these sub-communities have access to patient safety content relevant to their team and work.

If you would like to become a member of one of these sub-communities, click the name of the sub-community below and submit an email request for access.
*Please be sure to include the name of the sub-community in your email.

PSLC Sub-Communities	Administrators
PSLC Administrators Patient Safety Learning Center Administrators and Support Team	Krystal Spitz
PSP Staff	Mike Dorsey

Patient Safety Learning Center Home



Department of Defense
Patient Safety Learning Center

Partnering for a new level of care

PSLC Community Knowledge Center

PSLC Community Patient Safety Learning Center Files Community

Show 10 20 [50] 100

Details View

Add a File

- Defense Connect Online (DCO) Support Tools 4 files
- Instructional Designer Collaborative 3 files
- Press Room (Media and Communications) 18 files
- PSLC-Related Support Tools 6 files

Add a Folder

- Events 5 files
- Journal and Trade Publications 7 files
- PSLC Development 82 files
- Resources 9 files

Resources

- Really Simple Syndication (RSS) Feeds
- External .mil and .gov Links
- Virtual Meeting Tool (DCO)

Toolkits

- Toolkit Instructions
- Toolkit Templates
- SBAR Toolkit

Knowledge Centers

- PSLC Community Knowledge Center
- PSLC Sub-Communities Knowledge Center (Restricted Access)

PSLC Updates and Announcements

PSLC Release II: The PSLC Release II is scheduled to roll out to PSP, and sponsored DoD personnel and contractors July 1, 2009. This release includes enhanced design, navigation, content, and support.

PSLC Release III: The PSLC Release II is scheduled to roll out to the patient safety community September 16, 2009. This release includes the online learning system.

Title 10 USC Sec. 1102 Protected Data Disclaimer

Title 10 USC Sec. 1102 protected data is **confidential and privileged and may not be disclosed** to any unauthorized person or entity.

We are currently working on the rules and regulations around adding protected data to the PSLC, and ask that you **do not add any of this confidential content until further notice.**
10 USC Sec. 1102.

This page will be monitored periodically by the PSLC Support Team. If duplicate, misplaced, or outdated material is discovered, an Administrator will contact the owner of the content to discuss it. If inappropriate material is discovered, the posted content will be deleted and your PSLC account may be disabled.

Click Guides below for processes, tips, and best practices with the PSLC. You can download each Quick Guide by clicking the links below.



PSLC Login: Logging In, Logging Out, and Favorites Tab Quick Guide



PSLC Knowledge Center: File Sharing and Version Control Quick Guide



PSLC Discussion Forum: Viewing and Creating Topics Quick Guide



PSLC Calendar: Accessing, Maintaining, and Exporting Events Quick Guide

Supporting Both Formal and Informal Learning and Active Knowledge Exchange



Patient Safety Calendar						
« Previous		August 2009			Next »	
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
				7	8	9
				14	15	16

Calendar
Options

View Full Patient Safety Calendar
View or register for Learning Action Network (LAN) Webinars and other events.

17	18	19	20			
		Quality Colloquium				
		TIT - NH Jacksonville (FL)				
		TIT: USAF Academy (CO)				
		Test Event				
		*Spreading TeamS LAN Webinar: Pati				
24	25	26	27			
		Army PSM Conference				
		AHRQ Webinar #1				
		TIT - Walter R				
31	1	2	3	4	5	6
		TIT, TIS w/Simulation Component - Elmendorf AFB (AK)				
		TIS: Madigan AMC				

Learn About and Share
Upcoming Events . . .
Create Shared and
Restricted Calendars for
Single and Multi-Day
Events



PSLC Discussion Forum

Options

Patient Safety Learning Center (Group: Patient Safety Learning Center)

Show 10 20 50 100

Create a Topic Add to Favorites

Topic	Last Message
PSLC User Support Forum	6 Aug 2009 00:38 GMT By: krystal.spitz
PSLC Focus Group Feedback	2 Jul 2009 13:50 GMT By: krystal.spitz
PSLC Release II Commitments	3 Aug 2009 17:54 GMT By: krystal.spitz
Toolkits Feedback	27 Jun 2009 19:30 GMT By: krystal.spitz

Actively or Passively Participate in Online Knowledge Sharing . . .
Post a Topic, Question, Reply, or Summary;
Read Others' Posts . . .
Reduce Email and ListServes



Knowledge Centers

Options

PSLC Community Knowledge Center

PSLC Community Knowledge Center Options

PSLC Community [Patient Safety Learning Center Files Community](#)

Show 10 20 [50] 100

Details View

Add a File **Add a Folder**

Defense Connect Online (DCO) Support Tools 4 files	Events 5 files
Instructional Designer Collaborative 3 files	Journal and Trade Publications 7 files
Press Room (Media and Communications) 18 files	PSLC Development 82 files
PSLC-Related Support Tools 6 files	Resources 9 files
Toolkits 3 files	

**Manage and Share
Knowledge and
Best Practices . . .
Contribute to or
Leverage the
Shared 'Open' File
Repository**



Knowledge Centers

Options

 PSLC Community Knowledge Center

 PSLC Sub-Communities Knowledge Center
 (Restricted Access)

PSLC Sub-Communities Knowledge Center Options

PSLC Sub-Communities [Patient Safety Learning Center Files Community](#)

Show 10 20 [50]

Details View

 **Add a File**

 **Add a Folder**

 **Events**
169 files

 **In Development**
24 files

 **Internal Workspace**
124 files

 **PSMs**
45 files

 **PSP Ldrship**
2 files

 **Team Madigan**
8 files

 **Training**
825 files

**Manage and Share Section 1102
Protected Quality Assurance
Information . . .
Contribute to or Leverage the
Sub-Communities 'Restricted'
File Repository**



Support / Help

Options



Contact Us



Site Map



PSLC Support/Help



PSLC Member Support Topic

Broad Range of
Online and
Live Support for
Members

PSLC Quick Guides

Please refer to the Quick Guides below for processes, tips, and best practices with the PSLC.
You can download each Quick Guide by clicking the links below.



PSLC
Accounts:
Registering
and
Maintaining
Your Accounts
Quick Guide



PSLC Login:
Logging In,
Logging Out,
Favorites Tab
Quick Guide



PSLC Knowledge
Center: File
Sharing
and Version
Control Quick
Guide



PSLC
Discussion
Forum:
Viewing and
Creating
Topics Quick
Guide



PSLC
Calendar: Accessing,
Maintaining, and
Exporting
Events Quick Guide



Toolkit Overview

 Toolkits are intended to be small, self-contained resource modules for just-in-time learning and

Toolkits are designed with three audiences in mind:

- **Trainers and/or clinicians** can use a toolkit to create and deliver training
- **Educators** (such as administrators, residency directors, nurse practitioners) can use a toolkit to create and deliver training and its use on clinical units.
- **Healthcare professionals** can use a toolkit as a reference and information

TeamSTEPPS Toolkit Summary Options

A few Toolkits are being created for TeamSTEPPS™ (Team Strategies and Tools to Enhance Performance and Patient Safety).

TeamSTEPPS™ Toolkits take sections of the existing TeamSTEPPS™ program and other instructional material and repackage them into self-contained resource modules.

Each TeamSTEPPS™ Toolkit contains the following

Toolkits Options

 Toolkit Instructions

 Toolkit Templates

 SBAR Toolkit

**Just-in-Time
Informal
Learning
Opportunities**

- **Overview**—an overview that introduces target audience members to toolkit contents.
- **User Guide**—a guide that explains how each target audience can use the toolkit.
- **Facilitation Guide**—a guide with teaching points and activities that can be used to facilitate a live session.
- **Facilitation Slides**—a PowerPoint presentation that can be used in conjunction with the Facilitator Guide.
- **Facilitation Handouts**—printed handouts of the facilitation slides for participant notes.
- **Review**—handouts summarizing the topic.
- **Additional Resources**—a list of additional resources accompanying **Additional Resources Folder**.
- **Planning Guide**—step-by-step instructions for implementing TeamSTEPPS tools within healthcare organizations.
- **Toolkit Evaluation Form**—a form for providing feedback to toolkit developers.



Resources

Options



Really Simple Syndication (RSS) Feeds



External .mil and .gov Links



Virtual Meeting Tool (DCO)

Easy Access to
Relevant External Patient Safety
Data Feeds and Links



Polls

PSLC Demo Meeting Room | Acrobat Connect Professional

DCO Meeting Present Layouts Pods Help

Attendee List (3)

My Status

- SPITZ, KRYSTAL A JFCOM CTR
- Paula Dosch-Haworth - guest
- Aimee Norwood - guest

Questions/Comments

SPITZ, KRYSTAL A JFCOM CTR: Please submit your questions and comments here.

Aimee Norwood - guest (presenters): Great job!

Paula Dosch-Haworth - guest (privately): I would like to set up a one-one-one coaching session with you this week if you have time.

To: Everyone

Conference Call Info

Dial In Number: 1.866.285.7778
Access Code: 6355337

Please MUTE your phones!

Have you received a briefing on the PSLC and its capabilities?

Yes	33%	2
No	67%	4
No Vote		

Broadcast Results

What level of familiarity do you have with DCO?

I have attended a meeting as a Guest	50%	3
I have established a DCO account and hosted a meeting	17%	1
I have no familiarity with DCO	33%	2
No Vote		

Broadcast Results

Prepare Open Poll Close Poll 6/9

Screen and Presentation Sharing

Host, Present, or Participate in Virtual Meetings with Screen Sharing, Presentation Sharing, Polls, Chat, Whiteboarding, and More

WHAT IS THE CONFERENCE CALL INFORMATION

- Call-in information:
 - Dial-In Number: 1.866.285.7778
 - Access Code: 6355337#

DO NOT PUT YOUR PHONE ON "HOLD" AT ANY TIME DURING THE CALL.

Share Stop Sharing Full screen Sync

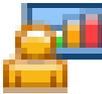


The screenshot shows a meeting interface with several panels:

- Attendee List (3):** Lists participants: SPITZ, KRYSTAL A JFCOM CTR (Host), Paula Dosch-Haworth - guest (Presenter), and Aimee Norwood - guest (Attendee).
- Questions/Comments:** Shows a public chat from the host and private chat messages from attendees.
- Conference Call Info:** Provides dial-in details: 1.866.285.7778, Access Code: 6355337, and a MUTE instruction.



Host: facilitates the meeting



Presenter: presents during the meeting



Attendee: attends the meeting

SPITZ, KRYSTAL A JFCOM CTR: *Public chat with all attendees*

Aimee Norwood - guest (presenters): *Private chat with all presenters*

Paula Dosch-Haworth - guest (privately): *Private chat with one attendee*



JKO JOINT
KNOWLEDGE
ONLINE

Learning Management System

[My Information](#) | [Enrollment](#) | [Records](#) | [My Schedule](#) | [Search](#)

KRYSTAL - Student

Home

Home

HELP

Student Support Tools

Feedback

About

System Requirements

- ▶ To enroll in a course select 'Enrollment' from the top menu
- ▶ If you are enrolled in a course, click the course link to access the courseware.
- ▶ Joint Knowledge Online Help Desk: JKOHlpDesk@jfc.com, (757)203-5654 DSN 668-5654

You are not enrolled in any course at this time.

[Joint Courses - Browse By Category](#) | [CoCom/CSA Courses - Browse By Category](#) | [Curriculums](#)

[View courses you completed in Meridian](#)

[My Information](#) | [Enrollment](#) | [Records](#) | [My Schedule](#) | [Search](#)

Search Patient Safety and Joint
e-Learning and
Classroom Training Opportunities



Joint Courses Cocom Courses Curriculum

Joint Courses List

J10 J1S J20 J30 J3S J3T **J40** J4S J50 J5S J60 J6S J70 J7S ALL

(1 of 3) << first < prev 1 2 3 next > last >> Per Page: 10

Enroll	Course Prefix	Course Name
<input type="checkbox"/>	J40P-US096	Joint Medical Patient Movement Items Tracking and Visibility Course
<input type="checkbox"/>	J40P-US116	Joint Deployment Distribution Operations Center (JDDOC) Course [COI Link]
<input type="checkbox"/>	J40P-US129	Health and Medical Aspects of Stability Operations (HMASO) Course [COI Link]
<input type="checkbox"/>	J40P-US143	The Joint Task Force - Port Opening Course [COI Link]
<input type="checkbox"/>	J40P-US176	Advanced Medical Ethics and Detainee Health Care Operations Course [COI Link]

Enroll in and Track Learner Data for Courses

Joint Courses Cocom Courses Curriculum

Joint Courses List

J10 J1S J20 J30 J3S J3T J40 J4S J50 J5S J60 J6S J70 J7S ALL

(1 of 1) << first < prev 1 next > last >> Per Page: 10

Enroll	Course Prefix	Course Name
<input type="checkbox"/>	J10P-MN067	Law of Armed Conflict Course [COI Link]
<input type="checkbox"/>	J10P-MN071	Introduction to Medical Intelligence Course [COI Link]

Enroll



When Will I Have Access to the DoD PSLC? What Does the Near Future Hold?

DoD Patient Safety Learning Center (PSLC) Roll Out Timeline

Phase I Rolled Out
March 2009

Phase II Rolled Out
June 2009
(In Use Today!)

**Coming Soon!
Phase III Roll Out
September 2009**

**Please Mark Your Calendar
to Join Us Then!**

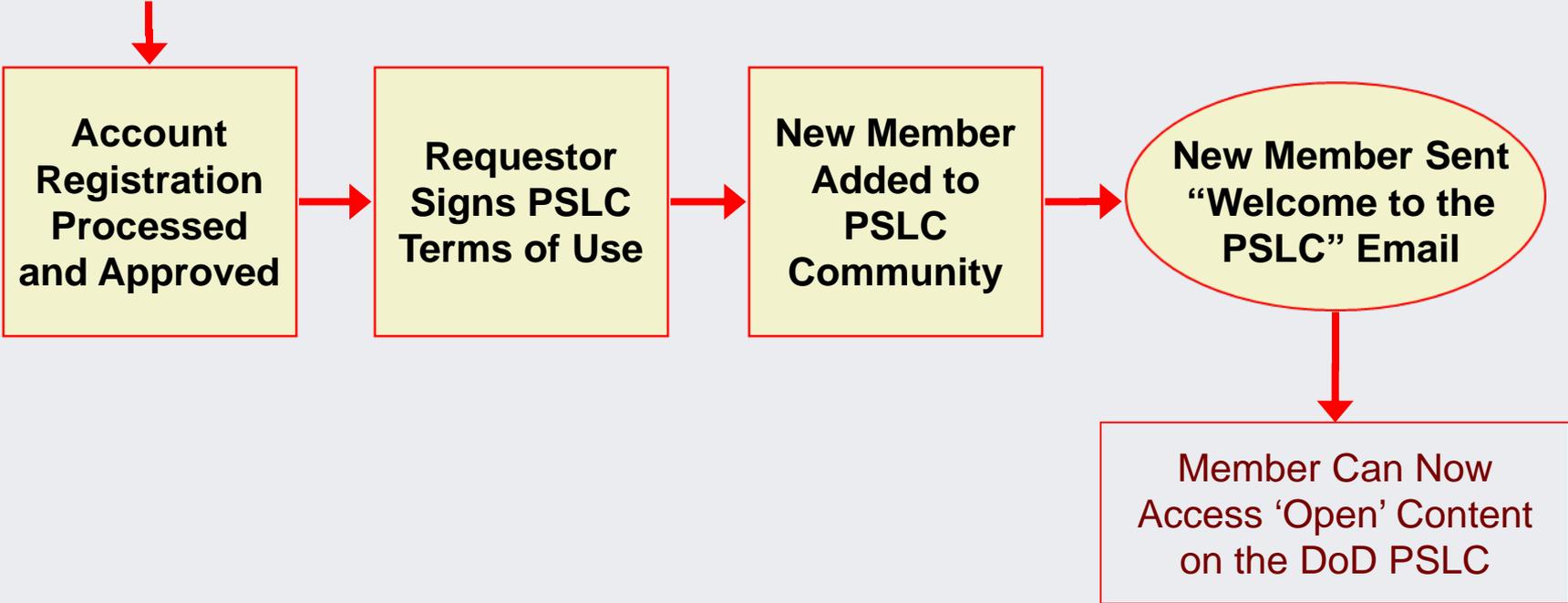
**Moving
Forward:**

**Refine Processes,
Expand Content,
Evolve Features,
Sustain Adoption,
Gather Input,
Address Needs**



Become a Member . . . September 2009

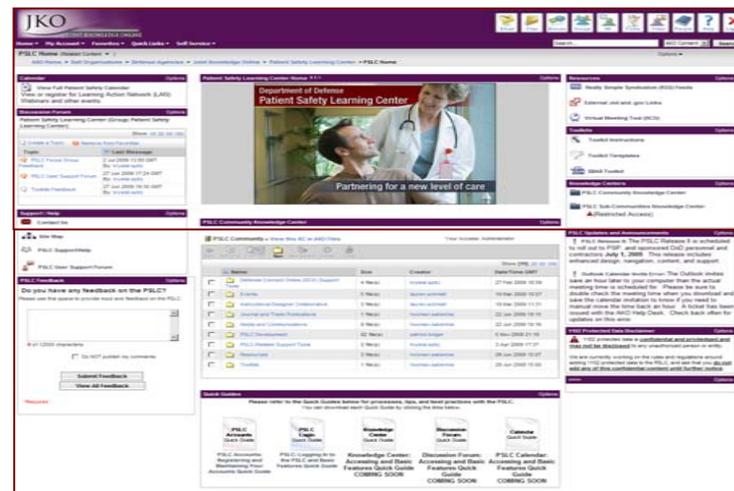
DoD, Military, or Sponsored
Contractor Registers for
AKO Account
using PSLC Accounts
Quick Guide
(for PSLC access)





What is the DoD PSLC? What's in it For Me?

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 - ◆ Member-driven learning
 - ◆ e-Learning and classroom learning registration and tracking
 - ◆ Purposeful relationship building



***Most importantly . . .
this is YOUR
Learning Center***



Thank you for your time today.

**Patient Safety Program
Information Management
and Education Project Lead**

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norwood_aimee@bah.com

**Patient Safety Program
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PSLC Lead**

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spitz_krystal@bah.com

Please Contact Us Anytime.