

Learning Never Stops

It's been said that "All the world is a laboratory to the inquiring mind." Nowhere is this truer than in the practice of healthcare. In this practice, after all, learning never stops. From experiential learning to continuing medical education, healthcare practitioners devote themselves to lifelong learning.

This month, ECRI Institute PSO is launching a new feature in its Patient Safety Membership Update. In each Update, we will highlight one course from ECRI Institute's e-Learn program (which members can access) that we believe is timely, pertinent, and useful to healthcare practitioners.

This month, we will be highlighting the course, "Managing Patient Grievances and Complaints."

ECRI Institute's e-Learn catalog includes courses on patient safety and risk management, and many of them qualify for Continuing Medical Education (CME) credit. Each course is backed by ECRI Institute's research and publications, the integrity of which is reinforced by our strict conflict-of-interest rules. And, as ECRI Institute publishes new research, it is developed into new course material.

Courses are grouped into different series, so that similar programs can be found easily; some of ECRI's currently available series include:

- ▶ Communication
- ▶ Culture of safety
- ▶ Disclosure of unanticipated outcomes
- ▶ Informed consent
- ▶ Medication safety
- ▶ Physician office

Within these, ECRI Institute's most popular courses are:

- ▶ Managing Patient Grievances and Complaints
- ▶ Informed Consent, Parts 1 and 2: Regulatory and Accreditation Requirements, and Ethical and Legal Concepts

► Communication, Parts 1 and 2: Overview and Handoffs

We invite members to take advantage of these educational offerings. After all, part of the mission of healthcare practitioners is to continue learning about best practices regarding patient care. ECRI Institute strives to provide the highest quality research and education on patient safety, risk management, and quality of care—that's our mission.

ECRI Institute is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The CME opportunities associated with these courses have been planned and implemented in accordance with the Essential Areas and Policies of the ACCME and designated for AMA PRA Category 1 Credits™.

ECRI Institute also provides Nursing Contact Hours credits through the California Board of Nursing. For more information on if a course qualifies for Nursing Contact Hours, see its disclosure page.

If you would no longer like to receive the PSO Monthly Brief, please reply to this e-mail and we will remove you from the list.



How Can We Help You?

Whether you have questions about the final rule or want to learn more about ECRI Institute PSO and/or support for other PSOs, we would be happy to hear from you. Please contact ECRI Institute at psa@ecri.org or call (610) 825-6000, ext. 5558.