

Advanced Tracer Training



DAY 1

Overview of Tracer Methodology: Theory and Practice The Five Moments of Tracers

- Learn JCI's 5-step approach to effective tracers.

Moment 1: Introductions and Scene Observation

- Discover the effective ways to build rapport with staff and study tracer environments.

Group Workshop: Implementing Introductions and Scene Observation

- With the guidance and coaching of a JCI consultant expert, practice the introduction and observation skills learned so far.

Moment 2: Initial Questioning Strategy

- Learn how JCI's surveyors develop questions based upon the information gathered at the first part of their survey.

DAY 2

Tracer Workshop 1

- Work in small groups to improve your initial questioning techniques.
- Apply our questioning strategy, with real-time feedback from a JCI consultant expert.

Moment 3: Using the Patient Record and JCI Standards to Guide Tracers

- Learn how to use the patient record and JCI standards as tools to structure tracers.

Medical Record Group Work

- Break down a patient record to structure a tracer under guidance from JCI experts.

Moment 4: Probing for Compliance

- Explore how JCI surveyors use different types of questions to probe deeper for hidden or difficult-to-resolve patient safety problems

Tracer Workshop 2

- Work in small groups to form tracer questions using a patient record and standards under the guidance of a JCI consultant expert.

Discuss Medical Record Group Work

- Return to your medical record work to solidify your knowledge of its effect on the tracing process.

DATES AND LOCATIONS

Singapore, 7-9 October 2019

Presented in English

WHAT YOU WILL LEARN

This three-day educational event will provide a unique experience to participants, allowing them to perform elements of a tracer under the supervision of a JCI faculty expert. Participants will have the opportunity to refine their skills during the many opportunities they will have to trace patients and processes.

COST

US \$2,900 per person

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Tracer Workshop 3

- Work in small groups to further improve your tracer questioning techniques.

Observational Inventory

- Learn about using your own observational skills and preferences to improve tracers.

Moment 5: Determination of Tracer Findings and Next Steps

- Learn how to know what your tracer findings are telling you and how to operationalize them in your organization
- Learn how to teach what you have learned to others in your organization

Final Tracer Activity

- Put all of the skills you have learned together as you use a medical record to conduct a simulated tracer with feedback from JCI experts.

WHO SHOULD ATTEND

JCI invites staff members from accredited organizations and organizations that are seeking accreditation to attend this course. It is especially valuable for those who have already attended the JCI Practicum.

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Agenda is representative of the content of this program. Actual program agenda subject to change. All three event days will last approximately 09:00 through 17:00.

Begin your Gold Seal journey.

[Click here](#) to register.