



**Patient Safety Coaches Academy
Body of Knowledge
Patient Safety Coach Certification**

Module I -- Caring Safely [25 Questions]

Performing safe care practices
Cultivating resilience and adaptability
Influencing human factors
Utilizing technology to improve performance
Influencing human and system performance
Understanding the causes of safety events
Strengthening barriers and defenses

Module II -- Coaching Excellence [35 Questions]

Developing effective patient safety coaching skills
Enhancing individual competence
Training individuals to participate on teams
Preparing through practice and simulation
Guiding teams to consistently demonstrate safe behaviors

Module III -- Changing behaviors [10 questions]

Enabling safe behaviors
Managing change and changing behaviors

PSC Certification Requirements:

- 1) Read the book *Five Disciplines for Zero Patient Harm* which serves as the Study Guide and resource for the Patient Safety Coach Certification Examination.
- 2) Successfully complete [with a score of 80 percent correct answers or better] the self-paced, on-line exam (Three modules, 70 questions).
- 3) Apply the acquired patient safety coach learning with patient care teams in actual patient care settings and submit an attestation signed by the applicant and an employer representative affirming the practical application of new knowledge, skills, and abilities (KSAs) over a 60-day period of team involvement.