



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

**Module I**

**Patient Safety Culture/Climate**

- Leading cultural transformation (5)
- Current v. desired future state (5)
- Patient safety imperatives (5)

**Module II**

**Preparing to Deliver Safe Care**

- Enhancing individual competence (5)
- Training individuals to participate on teams (5)
- Preparing through practice and simulation (5)

**Module III**

**Delivering Safe Care**

- Performing safe care practices (5)
- Cultivating resilience/adaptability (5)
- Utilizing technology to improve (5)

**Module IV**

**Minimizing Errors and Event Precursors**

- Understanding the cause of safety events (5)
- Influencing human factors (5)
- Influencing human & system performance (5)

**Module V**

**Maximizing Defenses/Barriers**

- Strengthening defenses (5)
- Designing safer systems (5)
- Identifying high risk areas - FMEA (5)

**Module VI**

**Coaching to Facilitate Safe Care**

- Developing effective coaching skills (5)
- Guiding team safe care practices (5)
- Managing change & changing behaviors (5)

**PSC Certification Requirements:**

- 1)Successfully complete the self-paced on-line exam (Six modules, 90 questions).
- 2)Demonstrate the knowledge transfer by applying the acquired patient safety coach learning with patient care teams in actual patient care experiences 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.
- 3)Submit an SBAR summarizing the results (both positive and negative) of the applicant's coaching experience.