

Leading Patient Safety: United Kingdom

March 31 – April 2, 2020

CCT Venues-Barbican, Aldersgate House, 135-137 Aldersgate Street, London, EC1A 4JA

Day One - Tuesday, March 31, 2020

Time	Topic
8:00 AM – 8:30 AM	Registration and Continental Breakfast
8:30 AM – 9:00 AM	Welcome, Overview, and Introductions <i>Frank Federico</i> <i>Amelia Comeau</i> <i>Amelia Brooks, HRO/Safety Expert, Consultant & Faculty (Institute for Healthcare Improvement)</i> <i>Amelia Comeau, Program Manager</i> <i>Frank Federico, RPh, Vice President, Senior Safety Expert, Institute for Healthcare Improvement</i> <i>Kevin Rooney, Consultant Intensivist / Anaesthetist, Professor of Care Improvement, NHS Greater Glasgow & Clyde, Institute for Healthcare Improvement Faculty</i>
9:00 AM – 10:15 AM	Foundations of Culture Change <i>Frank Federico</i> Culture change begins with individual behaviors that contribute to larger system changes. In this session, participants will learn about the importance of building trust as the foundation to improving culture and will practice the leadership behaviors that create trust and psychological safety. After this session, participants will be able to: <ul style="list-style-type: none">• Understand the role of leaders in building culture• Describe the importance of building trust• List the opportunities to build transparency
10:15 AM – 10:30 AM	Break

<p>10:30 AM – 11:15 AM</p>	<p>The Relationship Between Safety and Quality <i>Amelia Brooks</i></p> <p>This session will focus on the interdependencies between safety and other dimensions of quality and the role of patient safety leaders in learning from and improving on all dimensions simultaneously.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Discuss the relationship between safety and quality • Describe how improving only one dimension of quality may negatively impact quality
<p>11:15 AM – 12:30 PM</p>	<p>A Framework for Safe, Reliable and Effective Care And Completion of Safety Diagnostic Tool Part 1 <i>Amelia Brooks, Frank Federico, Kevin Rooney</i></p> <p>During this session, participants will learn about the domains of the framework and the elements that make up the framework. The session will include a self-assessment and activities to begin working on each of the elements.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Describe the need for a framework to support any improvement initiative in an organization • List the elements of the framework • Understand the role of each element of the framework
<p>12:30 PM – 1:30 PM</p>	<p>Lunch and Networking</p>
<p>1:30PM – 3:00 PM</p>	<p>A Framework for Safe, Reliable and Effective Care And Completion of Safety Diagnostic Tool Part 2 <i>Amelia Brooks, Frank Federico, Kevin Rooney</i></p> <p>This is a continuation of the morning session.</p>
<p>3:00 PM – 3:15 PM</p>	<p>Break</p>

3:15 PM – 4:30 PM	<p>Applying the Principles of Continuous Improvement <i>Kevin Rooney</i></p> <p>This session will focus on the methodology of continuous improvement including the model for improvement and setting aims. Participants will apply both the Framework and the principles of continuous improvement to a project or priority of their choosing and begin work on their action plans.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Apply an improvement methodology to a safety initiative • Learn how to teach others the importance of rapid cycle testing
4:30 PM – 5:00 PM	<p>Action Planning and Faculty Coaching <i>All Faculty</i></p> <p>Dedicated time for participants to develop their improvement plan with assistance from the faculty.</p> <p>During this session, participants will:</p> <ul style="list-style-type: none"> • Begin to develop their improvement plan

Day Two - Wednesday, April 1, 2020

Time	Topic
8:00 AM– 8:30 AM	Registration and Continental Breakfast
8:30 AM – 9:00 AM	Reflections and Teach Back on Day 1 and Plans for Day 2 <i>Kevin Rooney</i>
9:00 AM – 10:15 AM	<p>Driver Diagrams <i>Kevin Rooney</i></p> <p>Participants will learn how driver diagrams can be used to understand problems, generate solutions, and prioritise improvement interventions.</p> <p>Description</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Understand the principles of a driver diagram • Build a driver diagram for your work
10:15 – 10:30 AM	Break

<p>10:30 AM – 12:45PM</p>	<p>Making your Improvement Work Human Amelia Brooks, Frank Federico Ever speak with the mute button on? Hang-up on a call when you meant to unmute? You're not alone, you're human! This session will explore our innate vulnerabilities and leverage some safety science principles to help keep patients safer by design.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Describe the science of human factors as it applies to your improvement work • Identify 'human factors violations' and how they contribute to error and burnout • List changes that you will test to reduce the opportunity for system defects
<p>12:45PM – 1:45 PM</p>	<p>Lunch</p>
<p>1:45 – 2:45</p>	<p>Testing Change <i>Kevin Rooney</i></p> <p>This session will focus on the methodology of testing changes prior to implementation. Participants will practice rapid cycle tests of change and discover how to test and learn in real time.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Design and execute tests of change • Understand the importance of tests of change prior to implementation and spread of ideas
<p>2:45 – 3:00 PM</p>	<p>Break</p>
<p>3:00PM – 4:30 PM</p>	<p>Reliable Design <i>Amelia Brooks, Frank Federico, Kevin Rooney</i></p> <p>This practical session creates opportunity for participants to practice the principles of reliable design and embed the principles of standardisation and simplification in their improvement interventions.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Understand the principles of designing a reliable process • List the steps to building a reliable process • Apply the principles in an exercise and to a specific initiative

4:30 PM – 5:00 PM	<p>Action Planning and Faculty Coaching <i>All Faculty</i></p> <p>Dedicated time for participants to develop their improvement plan with assistance from the faculty.</p> <p>During this session, participants will:</p> <ul style="list-style-type: none"> • Continue to develop their improvement plan
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Day Three - Thursday, April 2, 2020

Time	Topic
8:00 AM – 8:30 AM	<p>Registration and Continental Breakfast</p>
8:30 AM – 9:00 AM	<p>Reflections and Teach Back on Day 2 and Plans for Day 3 <i>Amelia Brooks</i></p>
9:00 AM – 10:00 AM	<p>Highlights of Measurement <i>Kevin Rooney</i></p> <p>Continuous measurement over time is essential for understanding issues and assessing the success of improvement interventions. This session will cover some of the most important aspects of measurement for improvement.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Define measurement for improvement • Describe the core principles of measurement for improvement • Display and understand data over time
10:00 AM – 11:30 AM	<p>Understanding and Improving Culture <i>Amelia Brooks</i></p> <p>In this session, participants will explore their personal leadership style in the context of improving culture. We'll work through the behaviours necessary to improve culture and create psychological safety, teamwork, accountability, and negotiation.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Describe why culture is essential in improvement work • Understand the basics of measuring and understanding culture • Describe the behaviours that create and improve culture
11:30 AM – 11:45 AM	<p>Break</p>

<p>11:45 AM – 12:45 PM</p>	<p>Building Will and Engaging Others in your Improvement Plan <i>Frank Federico</i></p> <p>In order to improve patient safety, it is necessary to engage others. In this session, participants will explore what they mean by engagement and develop plans to build WILL, find IDEAS, and use an improvement method to ACHIEVE RESULTS.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Define what is meant by engagement in the context of their work • Describe the three stage process of engagement which includes WILL, IDEAS, and GETTING RESULTS • Develop a plan to engage others in the improvement work
<p>12:45 PM – 1:45 PM</p>	<p>Lunch</p>
<p>1:45 PM – 2:45 PM</p>	<p>Gaining Support from Senior Leaders <i>Frank Federico</i></p> <p>Support of senior leaders is essential to the success of any initiative. During this session, participants will practice developing a script to deliver to a senior leader to ask for support.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • List the elements necessary to deliver a request to a senior leader • Develop a request • Critique requests to ensure maximum impact
<p>2:45 PM – 4:00 PM</p>	<p>Spread and Sustainability <i>Kevin Rooney</i></p> <p>This session focuses on the importance of having a specific methodology to support the spread and sustainability of successful improvement interventions.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Define spread and sustainability • Describe the spread methodology • Apply spread principles to their own work
<p>4:00 PM – 4:15 PM</p>	<p>Break</p>

4:15 PM – 4:30 PM	Action Planning and Faculty Coaching <i>All Faculty</i> Dedicated time for participants to develop their improvement plan with assistance from the faculty. During this session, participants will: <ul style="list-style-type: none">• Continue to develop their improvement plan
4:30 PM – 5:00 PM	Celebration (Ideas welcome / Brief video by Don B?)