Chatting in Questions or Comments

- Please use chat to “All Participants” for questions
- For technology issues only, please chat to “Host”
- WebEx Technical Support: 866-569-3239
Joining Us Today

Jessica Behrhorst, MPH, CPPS, CPHQ, CPHRM
Senior Director, Safety
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Frank Federico, RPh
Vice President, Senior Safety Expert
Institute for Healthcare Improvement

Carol Haraden, PhD
Senior Fellow
Institute for Healthcare Improvement

Katherine Rowbotham
Senior Project Manager
Institute for Healthcare Improvement
35th Class

• Program has evolved based on the needs of the participants

• Multidisciplinary

• International
Aims of the Patient Safety Executive Development Program

• The actionable strategies, skills, and practical tools participants need to become leaders of strong, effective patient safety programs

• The chance to work with expert faculty to develop or refine detailed, customized strategies and implementation plans

• Insight into how to advise and coordinate the plans with senior leadership effectively
Who Attends?

• Patient Safety Officers
• Individuals in a safety oversight role
• Quality Leaders/Quality Staff
• Risk Managers
• Infection Prevention Specialists

• Nurse Executives
• Nurses
• Managers/Directors
• Department Heads
• Administrators
• Pharmacists
• Physicians
Creating an environment where people feel comfortable and have opportunities to raise concerns or ask questions.

Facilitating and mentoring teamwork, improvement, respect and psychological safety.

Openly sharing data and other information concerning safe, respectful and reliable care with staff and partners and families.

Being held to act in a safe and respectful manner given the training and support to do so.

Developing a shared understanding, anticipation of needs and problems, agreed methods to manage these as well as conflict situations.

Gaining genuine agreement on matters of importance to team members, patients and families.

Regularly collecting and learning from defects and successes.

Improving work processes and patient outcomes using standard improvement tools including measurements over time.

Applying best evidence and minimizing non-patient specific variation with the goal of failure free operation over time.

“Patient Safety Executive Development Program will enable me to learn about the application of the Framework for Safe, Reliable, and Effective Care, which was developed from the experience of IHI’s Faculty and applied by many departments, organizations and health care systems worldwide. By taking this program, I will be developing our action plan on how our organization can shape its culture and develop a robust learning system to positively impact all of our improvement work in providing safer care.”
Topics Covered Include.....

• The IHI Framework for Safe, Reliable and Effective Care
• Building Trust as the foundation
• Reliability Science
• Human Factors
• Building a Fair and Just Culture
• Interpersonal Communication and Teamwork
• Engaging Others
• Improvement Methods
• Measurement
• Critical Analysis
• Role of Leaders at all levels
• The Patient Perspective of Patient Safety
• Strategy and Implementation
Program Schedule

Session 1
Monday, March 14
10:00am-4:30pm ET

Group Work 1
Wednesday, March 16
12:00-1:00pm ET

Session 2
Friday, March 18
10:00am-4:00pm ET

Session 3
Monday, March 21
10:00am-4:00pm ET

Required Orientation Call
March 2 at 9:00-10:00am ET

Office Hour 1
Wednesday, March 16
1:00-2:00pm ET

Office Hour 2
Wednesday, March 23
1:00-2:00pm ET

Office Hour 3
Wednesday, March 30
1:00-2:00pm ET

Session 4
Friday, March 25
10:00am-4:00pm ET

Session 5
Monday, March 28
10:00am-4:00pm ET

Group Work 2
Wednesday, March 30
12:00-1:00pm ET

Session 6
Friday, April 1
10:00am-4:30pm ET
Meeting with Senior Leaders

- Your Senior Leader/Person you report to who will oversee your Action Plan will join the last day of the program (April 1, 2022)

- We ask Senior Leaders to attend the entire day, with a session carved out from 12:30-1:15pm ET to review the action plan that has been developed throughout the program
Certification Board for Professionals in Patient Safety
Questions?
For More Information Contact: krowbotham@ihi.org