Patient Safety Executive Development Program

Frank Federico, RPh, Former Vice President, IHI
Carol Haraden, PhD, Senior Fellow, IHI
Jessica Behrhorst, MPH, CPPS, CPHQ, CPHRM, Senior Director, Safety, IHI
Katherine Rowbotham, Senior Project Manager, IHI

Fall 2022
Core Faculty/Staff

Jessica Behrhorst, MPH, CPPS, CPHQ, CPHRM
Senior Director, Safety Institute for Healthcare Improvement

Frank Federico, RPh
Former 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
36th Class: Fall 2022

- Program has evolved based on the needs of the participants
- Multidisciplinary in approach
- International in appeal
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.

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

Improving work processes and patient outcomes using standard improvement tools including measurements 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 a Culture that enables improvements and safety for patients and staff
- Reliability Science
- Application of Human Factors Principles
- 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
- Connecting Equity and Safety
- Strategy and Implementation
- Workforce Safety Journey
# Sample Agenda

**Institute for Healthcare Improvement**

**Patient Safety Executive Development Program**

**Fall 2022**

## At-a-Glance Agenda

What do the colors within the agenda represent?

- **Live-Virtual**
- **Asynchronous**
- **In-Person**
- **Group Work**
- **Office Hours**

<table>
<thead>
<tr>
<th>Date(s)</th>
<th>Format</th>
<th>Time</th>
<th>Session &amp; Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, Aug 31</td>
<td>Live Virtual</td>
<td>10am – 12.00pm ET</td>
<td>Session 1 Welcome to the Patient Safety Executive Development Program</td>
</tr>
<tr>
<td>Wednesday, September 7</td>
<td>Live Virtual</td>
<td>9am-3:00pm ET</td>
<td>Session 2 Introduction to the Framework for Safe, Reliable, and Effective Care Building a Culture of Improvement</td>
</tr>
<tr>
<td>Monday, September 12</td>
<td>Live Virtual</td>
<td>9am-3:00pm ET</td>
<td>Session 3 Workforce Safety Journey Advancing Health Equity Collaborative Negotiation</td>
</tr>
<tr>
<td>Wednesday, September 14</td>
<td>Live Virtual</td>
<td>9am-3:00pm ET</td>
<td>Session 4 Your Work to Drive Patient Safety Measuring Culture</td>
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# Program Schedule

## Virtual Sessions

<table>
<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>Wednesday, August 31</td>
<td>Live Virtual</td>
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<td>Wednesday, September 7</td>
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</tr>
<tr>
<td>Monday, September 12</td>
<td>Live Virtual</td>
<td>9am-3:00pm ET</td>
</tr>
<tr>
<td>Wednesday, September 14</td>
<td>Live Virtual</td>
<td>9am-3:00pm ET</td>
</tr>
<tr>
<td>Friday, October 14 (Senior Leader Day)</td>
<td>Live Virtual</td>
<td>9am – 3pm ET</td>
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## In-Person Sessions

<table>
<thead>
<tr>
<th>Date</th>
<th>Format</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday, September 19</td>
<td>In-Person</td>
<td>8:30am – 4:30pm ET</td>
</tr>
<tr>
<td>Tuesday, September 20</td>
<td>In-Person</td>
<td>8:30am – 4:30pm ET</td>
</tr>
<tr>
<td>Wednesday, September 21</td>
<td>In-Person</td>
<td>8:30am – 1:00pm ET</td>
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## Optional Office Hours

<table>
<thead>
<tr>
<th>Date</th>
<th>Format</th>
<th>Time</th>
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<tbody>
<tr>
<td>Friday, September 9</td>
<td>Live Virtual</td>
<td>10 – 11am ET</td>
</tr>
<tr>
<td>Friday, September 16</td>
<td>Live Virtual</td>
<td>10 – 11am ET</td>
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</tbody>
</table>

## Virtual Action Planning Support

<table>
<thead>
<tr>
<th>Date</th>
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<th>Time</th>
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<tbody>
<tr>
<td>Wednesday, September 28</td>
<td>Live Virtual</td>
<td>10am – 12pm ET</td>
</tr>
<tr>
<td>Wednesday, October 5</td>
<td>Live Virtual</td>
<td>10am – 12pm ET</td>
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</tbody>
</table>
Senior Leader Expectation

Your Senior Leader/person you report to who will oversee your Action Plan is expected to support your participation in the program.

We will provide Action Plan support to structure your conversation with your leader prior to your offline conversation with them.

We ask Senior Leaders to attend the entire day on October 14.
CPPS certification is a comprehensive credentialing process that attests to patient safety competencies and expertise.

More than 5,000 professionals have earned the CPPS credential, representing all 50 US states and 30 countries.

Special discounts available for graduates of the Patient Safety Executive Development Program.

Learn more at ihi.org/cpps
For more information contact: krowbotham@ihi.org