

Frequently Asked Questions Canadian Patient Safety Officer Course, 2012

When and where is the next Canadian Patient Safety Officer (CPSO) Course?

The CPSO Course will be offered in two locations in 2012.

Dates	City	Location
February 21-24	Vancouver, BC	Health Employers Association of British Columbia (HEABC) 200 - 1333 West Broadway, Vancouver, BC
April 24 - 27	Ottawa, ON	Fairmont Château Laurier 1 Rideau Street, Ottawa, ON

Course Details

Is this CPSO Course different than the ones previously hosted by the Canadian Patient Safety Institute (CPSI) a few years ago?

The core content of the course has been condensed from five and a half to four days. Overall, the course will deliver the same content to participants and the same certificate of completion will be issued at the end of the course. This format was used in the 2011 course offering and was highly successful.

Why is the course being delivered by the Canadian Healthcare Association (CHA) and CPSI?

CHA has a long history of advocacy, policy development and providing educational offerings to the healthcare community in Canada and CPSI has a solid reputation for being the leader in building and advancing a safer health system for Canadians. The two organizations identified an opportunity to leverage these strengths and decided that partnering to offer the CPSO Course would best ensure success. The April 2011 course was delivered through this partnership and it was highly successful. The course was over-subscribed and participant feedback was very positive.

In 2012, the Vancouver course is being delivered with the assistance of the Health Employers Association of BC. HEABC is generously contributing the use of their conference facilities for the February CPSO Course.

Who should take the course?

The CPSO Course is aimed at healthcare professionals and leaders who:

1. Understand the fundamentals of patient safety; *and*
2. Have formal responsibility for disseminating patient safety principles and programs throughout their organization.

Are continuing education credits available for taking this course?

In the past the course has been certified by the Canadian College of Health Leaders (formerly CCHSE) for Maintenance Of Certification credits and by the Royal College of Physicians and Surgeons for Continuing Medical Education credits. It is expected that these certifications will also be granted for the upcoming 2012 courses.

How does this course differ from the Patient Safety Education Program-Canada?

The Patient Safety Education Program-Canada (PSEP- Canada) was developed based on a train the trainer model, with an inter-professional team approach. PSEP- Canada equips organizations with an internal capacity to build a customized patient safety education program

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that is aligned with organizational quality and patient safety priorities. Participants who complete PSEP-Canada are certified to teach a comprehensive patient safety curriculum as well as modify a custom curriculum to meet the local contextual patient safety learning needs of their peers.

What about course materials? Do I need to bring anything with me?

The 4-day program will be delivered using lectures, interactive workshops, case studies, team building activities, networking and communication, and physician engagement strategies. A binder of course materials will be provided. It is not anticipated that you will need to bring additional materials with you and you are not required to bring a laptop.

Are there any prerequisites for the course?

There are no particular academic prerequisites for the course. However, participants must have an understanding of the fundamentals of patient safety and have formal responsibility for disseminating patient safety principles and programs throughout their organization. Participants will be provided with some pre-reading and will be expected to have reviewed this material prior to the course.

What skills will I develop as a result of taking this course?

Drawing on the expertise of patient safety experts from across Canada, participants will acquire the skills to:

- build on basic notions of patient safety and safety culture;
- define measurement tools and indicators;
- create, implement and maintain a rigorous and focused patient safety program within their organizations;
- develop detailed, customized patient safety strategies and implementation plans; and
- incorporate patient safety concepts into their inter-professional curriculum.

Specifically, participants will learn how to:

- identify the components and functions of a patient safety management system;
- develop a patient safety program (tools and techniques);
- recognize system induced adverse events and near misses;
- recognize the human factors (i.e. fatigue) related to patient safety;
- understand high risk clinical processes;
- develop strategies to influence and enhance patient safety culture; and
- foster communication, teamwork and organizational culture as it relates to patient safety.

Other special and emerging topics in patient safety will also be examined.

Registration

What is the registration fee and deadline?

Registration fees and registration deadlines for each course is as follows:

Course Location	Early Bird Registration Fee	Early Bird Registration Deadline	Regular Registration Fee	Regular Registration Deadline
Vancouver	\$3,500	January 10, 2012	\$3,900	January 24, 2012
Ottawa	\$3,500	March 1, 2012	\$3,900	March 15, 2012

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Please note that the registration fee **includes breakfast and lunch** each day and **does not include** travel and accommodations. There are no taxes on the registration fee.

How do I register?

To register:

1. Complete the applicable Vancouver or Ottawa course registration form available at www.cha.ca, and forward it to CHA by:
 - a. Faxing it to 613-241-5055, attention: Susan Anderson
 - b. Emailing it to safety@cha.ca, or
 - c. Mailing it to:
Canadian Healthcare Association
CPSO Course
17 York Street
Ottawa, Ontario
K1N 9J6
2. Submit payment of the registration fee. Acceptable methods of payment include cheque, money order or credit card (VISA and Mastercard only). Cheques must be payable to the **Canadian Healthcare Association** and mailed to the address above. Credit card payment can be made on the registration form and **will not** be accepted over the phone or email. Individuals who issue a cheque or credit card payment that is **not** honored by their financial institution will be charged a service fee. Post-dated cheques and partial payments are not accepted.

Please note that registration is considered complete when the funds are cleared by the bank or credit card company.

Can I register online?

Online registration is currently not an option for the CPSO Course. However, the registration process that will be used for the 2012 courses is the same as that used for the 2011 course. This process was found by participants to be a smooth and simple process.

Is there a possibility that the course will be cancelled if a certain number of participants are not obtained?

If an insufficient number of people register for a course by the course's registration deadline, it could be cancelled. In the event of a cancellation, all applicants will be notified immediately by email.

If I register for one course, is there an option to switch my registration to the other course?

Yes, the option to switch a registration to the other course may exist. Transfers of registrations would take place on a first come, first serve basis and only if there is still room in the other course. (In the event of a course cancellation, the same process will apply.)

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Accommodations

Where can I stay during the course?

For the Ottawa CPSO Course, a block of rooms has been reserved at the Fairmont Château Laurier. After you have registered for the CPSO Course, you will be provided with a special web link through which you can make your reservation. There are also several other hotels in the area, a list of which can be provided to you upon request.

For the Vancouver CPSO Course, we would be happy to provide you with a list of hotels upon request.