

Canadian Patient Safety Officer Course

April 12-15, 2011 — Ottawa, Ontario

The course schedule and final content based on the following core themes will be available by February 1, 2011.

Building a Strategy & Structure for Patient Safety

At the end of the session, the participants will be able to:

- Understand the spectrum of elements that encompass complete patient safety program
- Construct a patient safety program template for your organization
- Embed measurement and evaluation techniques into your patient safety program

Reporting, Disclosing, Learning and Informing

Understanding the continuum of communication of event analysis, including the role of the patient safety officer in reporting, disclosing, learning and informing following a patient safety incident.

At the end of this session participants will be able to:

- Inform the patient, family, healthcare organization, media and the broader community after a patient safety incident. This will include the development of a crisis communication plan and the building of key messages for the specified target audience.
- Determine the contributing factors and root causes that led to a patient safety incident and provide strategies for developing effective recommendations and implementing actions for systems improvement.
- Understand the how a clear and consistent approach to disclosure and apology (when appropriate) related to harm and adverse events can support patients, families and healthcare providers to heal and rebuild trust.

Human Factors and Patient Safety

At the end of the session, the participants will be able to:

- Define human factors and describe key concepts
- Examine the relationship between human factors and patient safety principles
- Understand how to apply human factors concepts in real-life situations in health care

Patients for Patient Safety Canada

At the end of the session, the participants will be able to:

- Define the activities of Patients for Patient Safety Canada
- Understand the impact of an adverse event on the patient and family
- Develop strategies to integrate patients into patient safety efforts

Engaging Physicians

Spreading patient safety throughout organizations

Defending the evidence for Safety

Leadership-Physicians and Beyond

At the end of the session, the participants will be able to:

- Describe the evidence versus intuitive support for safety initiatives

- Utilize special tactics for physician engagement
- Discuss the concept of spread in safety

A-B-C's of Patient Safety: Bringing Your Program to Life

Frameworks to manage change and implement patient safety initiatives

Goal setting in developing a patient safety program

Models for Improvement

Tools and techniques to develop your program

At the end of the session, the participants will be able to:

- Develop a personalized inventory of potential patient safety champions/advocates
- Utilize a national framework to develop the patient safety program
- Integrate change management theory to minimize resistance and maximize success of patient safety initiatives
- Incorporate an improvement model into your patient safety program

Jump Starting your Patient Safety Programs: The Role of Campaigns

At the end of the session, the participants will be able to:

- Give a description of the global movement of patient safety initiatives across the globe
- Define why and how national and international campaigns can accelerate patient safety at a local level
- Navigate the limited resources and project fatigue associated with improvement strategies using the examples from Safer Health Care Now!
- Assess when and how you might start your own larger scale effort in your own organization or health region/district

Just Culture and Disclosure

Generative Safety Culture

Building a just culture/Organizational Culture Disclosure defined

Case-based disclosure

At the end of the session, the participants will be able to:

- Define the disclosure process
- Synthesize the process of disclosure by case-based learning
- Identify the challenges and benefits of the integration of the national disclosure guidelines
- Appreciate the value of generative culture to the success of patient safety initiatives

The Role of the Board in Patient Safety

At the end of the session, the participants will be able to:

- Understand the role of the governing body for quality and safety
- Learn about some leading governance practices for quality and safety
- Identify how management and staff can support the board in carrying out its governance role

Safety Culture Measurement and Improvement

At the end of the session, the participants will be able to:

- Understand the nature and importance of safety culture and its relationship with patient safety
- Appreciate the strengths and weaknesses of instruments currently available to measure safety culture
- Develop a strategic plan for safety culture measurement and improvement