

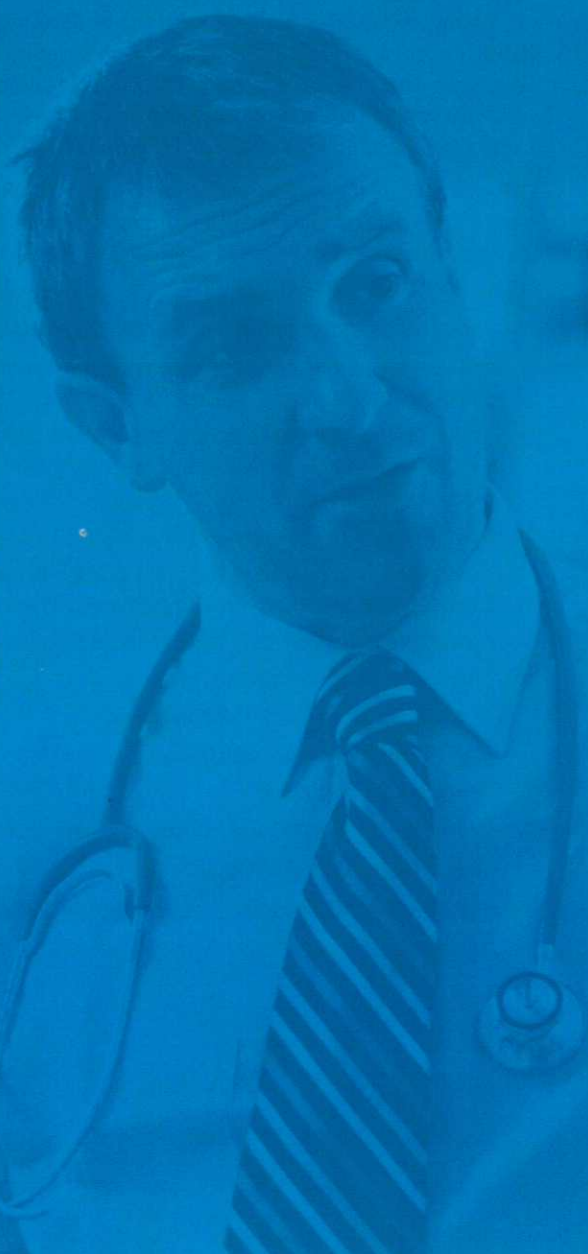


Leading Reliability Improvement for Safer Healthcare

Part of the Cognitive Institute Safety and Reliability Improvement Series

KnowHow

- To utilise the insights of reliability science and an easily understood nomenclature to improve the delivery of safe and reliable care
- To identify and prioritise important areas where a less than desired level of reliable and safe care is being delivered
- To plan and implement strategies to improve the delivery of safe and reliable care in two key domains - People and Processes
- To engage with colleagues to ensure that interpersonal barriers to the delivery of safe and reliable care are effectively addressed
- To articulate the benefits of higher reliability



WORKSHOP OVERVIEW

LEADING RELIABILITY IMPROVEMENT FOR SAFER HEALTHCARE

Leading quality improvement in health service organisations

Summary

This workshop delivers distilled insights from the quality and safety literature, and offers clinical leaders a signature Cognitive Institute step-by-step skills model they can apply in their clinical team or unit immediately to improve the reliability and safety of healthcare delivery they lead.

Participants are challenged to consider the implications of unwanted variability in the delivery of safe and reliable healthcare and their important role in leading measures to improve reliability. After examining and building a shared understanding of the science of reliability and a standardised nomenclature, participants explore real life examples where clinical teams and units have achieved the highest levels of reliable and safe healthcare delivery. This examination also includes a commentary on the attributes and attitudes clinical leaders would require to maximise quality and safety.

After examining theory and applied strategies in two key domains – People and Processes – participants then have the opportunity in small teams to apply their insights and skills in a simulated implementation of an initiative designed to increase the reliability of healthcare delivery.

As a result of attending the workshop, clinical leaders will KnowHow:

- to utilise the insights of reliability science and an easily understood nomenclature to improve the delivery of safe and reliable care in their team or unit
- to identify and prioritise important areas where a less than desired level of reliable and safe care is being delivered by their team or unit
- to plan and implement strategies to improve the delivery of safe and reliable care in two key domains – People and Processes
- to engage with colleagues in their unit or team to ensure that interpersonal barriers to the delivery of safe and reliable care are effectively addressed
- to articulate the benefits of higher reliability to their team or unit including
 - decreased cognitive load and stress
 - decreased risk of complaint and claim
 - increased professional satisfaction
 - decreased risk of error
 - increased capacity for high-fidelity decision making under stress
 - better workplace relationships

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Important Information	<p><i>Leading Reliability Improvement for Safer Healthcare</i> can be delivered as a standalone knowledge-building and skills-enhancement workshop.</p> <p>Some of the content covered in <i>Leading Reliability Improvement for Safer Healthcare</i> is similar to content in the Cognitive Institute 3 hour workshop, <i>Mastering Safer, Reliable Healthcare</i> - a workshop on the science of reliability for individual clinicians not in leadership or senior management positions.</p>
Designed for	Clinical leaders
CME/CPD	For details of CME/CPD accreditation and points call the Cognitive Institute on +61 7 3511 5000 or email enquiries@cognitiveinstitute.org
Format	The format has been carefully structured to include a mix of short lectures, facilitated discussions, implementation simulation and opportunities for critical reflection. Peer learning occurs through reflective exercises enabling sharing of experience and knowledge.
Number of participants	Optimum: 7-15 Minimum: 5 Maximum: 25
Duration	8 hours
Presenter	All presenters of Cognitive Institute workshops are healthcare professionals who have attained accreditation after undertaking intensive formal skills training.

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EDUCATIONAL FRAMEWORK

LEADING RELIABILITY IMPROVEMENT FOR SAFER HEALTHCARE

Leading quality improvement in health service organisations

Learning objectives

- To understand and utilise the science of reliability as it applies to clinical leadership
- To introduce a standardised nomenclature around the measurement of safe and reliable healthcare delivery
- To recognise barriers to applying the science of reliability and strategies to address them
- To develop a framework to appraise the benefits and risks of clinician autonomy versus standardisation in clinical teams or units
- To increase the capability of participants to effectively intervene to improve the safety and reliability of healthcare delivery
- To examine strategies to engage and enlist colleagues in improving the reliability and safety of healthcare delivery
- To increase familiarity with the individual, team/unit and organisational benefits from increasing the reliability of care delivered

Premise

Through extraordinary innovation and advances in technology, modern healthcare has utilised the scientific method to produce life transforming interventions for patients. There is now an expectation that this same scientific rigour will be applied to ensure that all care is implemented as safely and reliably as possible. The serious burden of avoidable adverse outcomes and the associated patient dissatisfaction attributable to low levels of reliability in the delivery of clinical care, has led to calls for all in healthcare to embrace, and enhance their understanding and skills in, the science of reliability.

Many clinical leaders are increasingly motivated to maximise the quality of care in their team or unit by reducing unwanted variation in the delivery of therapeutic or preventative regimes that have been determined patients should receive.

Increasing the reliability and safety of healthcare delivery maximises the chances of optimum patient outcomes and reduces the risk to clinicians and healthcare organisations of complaints, claims, adverse publicity and accreditation or regulatory body censure.

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EDUCATIONAL FRAMEWORK

LEADING RELIABILITY IMPROVEMENT FOR SAFER HEALTHCARE

Leading quality improvement in health service organisations

Premise (continued)

Clinical leaders play a critical role in ensuring healthcare organisations are able to meet and maintain:

- accreditation standards
- compliance with regulatory requirements
- performance targets and indicators
- institutional financial and clinical governance requirements
- privileging and credentialing standards

To fulfil these roles, clinical leaders require knowledge and skills extending beyond their clinical expertise into the science of reliability and the academic domains of quality and safety practice.

Programme

Leading Reliability Improvement for Safer Healthcare is a practical skills development workshop designed to provide clinical leaders with the knowledge, insights and essential strategies to lead the delivery of more reliable and safer clinical care and minimise preventable patient harm in their team or unit.

This workshop empowers clinical leaders to examine and enhance the modes of healthcare delivery utilised within their team or unit with reference to the science of reliability.

Drawing on expertise from within and outside healthcare the workshop explores:

- the extent to which low reliability in the delivery of healthcare has been identified as a risk for patients, clinicians and healthcare organisations
- key personal and organisational factors that have been identified as potential barriers to achieving high reliability in all 'high stakes' delivery systems
- a standardised nomenclature of levels of reliability achievable and implementation strategies that align with each level
- the research examining the balance between necessary individual autonomy (designed to preserve the essential role of professional judgment) and the level of standardisation essential to avoid unwanted variation that poses risk to patient and clinicians
- lessons that can be learnt from non-healthcare high reliability systems
- simple, practical ways to ensure that the most critical areas of risk are identified.

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EDUCATIONAL FRAMEWORK

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Leading quality improvement in health service organisations

Programme (continued)

The workshop provides easy to implement effective strategies that can be incorporated immediately into a busy clinical team or unit identified in two broad domains:

- People - the science of reliability and safety applied to leading healthcare professionals
- Processes - the science of reliability and safety applied to leading the development of processes designed to deliver care to patients

The workshop examines real world examples where busy clinical leaders have implemented simple effective strategies to improve the reliability and safety of care delivered in their units or teams.

Tools for change

Workshop participants will use a number of tools developed by the Cognitive Institute to assist them to implement the science of reliability in their team or unit. Based on the two domains, people and processes, these tools will ensure that all participants are equipped to:

- identify areas of significant risk
- engage with colleagues and/or teams to ensure that interpersonal barriers to reliability are addressed
- examine and redesign processes essential to the delivery of high reliability, high quality care.

In addition, all participants are given access to a specific area of the Cognitive Institute website that provide a range of tools, references and links to assist clinical leaders to improve the reliability and safety of care delivered by their team or unit.

Other recommended workshops

- Mastering Improved Clinician Performance
- Mastering Difficult Interactions with Colleagues
- TEAM Workshop
- Speaking Up for Safety

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