

HIGH RELIABILITY PROGRAMS FALL 2016



**Breakfast or lunch will be provided at each session.
Registration and appropriate meal begin at 8:30 a.m. or 12:30 p.m.**

Accreditation: This Activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of The John D. Thompson Hospice Institute for Education, Training, and Research, Inc., and The Hospital Association of Rhode Island. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Disclosure: The speakers and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation.

ROOT CAUSE ANALYSIS TRAINING-1.5 DAY

**Tuesday, September 27, 2016 - 8:30 a.m. to 4:30 p.m. &
Wednesday, September 28, 2016 - 8:30 a.m. to 12:30 p.m.**

Held at the Hospital Association of RI, 405 Promenade Street, Ste. C, Providence, RI 02908

One and a half day event (must attend both sessions). Cause analysis teaches staff how to evaluate events, patterns of events, and causes of events, and then helps staff ascertain how to implement solutions. The sessions are for quality staff, safety staff, risk management staff, and other staff that respond to events.

The John D. Thompson Hospice Institute for Education, Training and Research, Inc., is pending designation of this educational activity for TBA AMA PRA Category 1 Credits (CMEs). Doctors should submit request for CMEs only for those programs attended in entirety.

Fair and Just Accountability

Wednesday, September 28, 2016 - 12:30 a.m. to 4:30 p.m.

Held at the Hospital Association of RI, 405 Promenade Street, Ste. C, Providence, RI 02908

This session, for human resource executives and anyone else who manages people, will train staff to review performance from a standardized perspective when there is an adverse event – to focus on the behavior rather than the outcome. Medicine and nursing continuing education credits are offered for these sessions.

The John D. Thompson Hospice Institute for Education, Training and Research, Inc., is pending designation of this educational activity for 3.0 AMA PRA Category 1 Credits (CMEs). Doctors should submit request for CMEs only for those programs attended in entirety.

Patient Experience

Friday, October 21, 2016 - 8:30 a.m. to 12:30 p.m.

Friday, October 21, 2016 - 12:30 p.m. to 4:30 p.m.

Held at Our Lady of Fatima Hospital, 200 High Service Ave, North Providence, RI 02904

This program focuses on highly-reliable staff behaviors that enhance patient satisfaction and HCAHPS scores. Lynn Pierce of HPI, an alumna of Baptist Hospital in Pensacola, FL (home of the 2003 Malcolm Baldrige Quality Award), will be back as the instructor. Medicine and nursing continuing education credits are offered for these sessions.

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Leadership

Thursday, October 27, 2016 - 8:30 a.m. to 4:30 p.m.

Held at Roger Williams Medical Center, 825 Chalkstone Avenue, Providence, RI 02908

Leadership Method Training is for organizations that are new to high reliability or for new management employees in organizations that are already on the high reliability journey. Both hospital and ambulatory organization leadership practices will be addressed. The leadership session is designed to teach your hospital or ambulatory leaders the concepts of high reliability science and behaviors. The sessions are structured for leaders at the manager level and above.

The John D. Thompson Hospice Institute for Education, Training and Research, Inc., is pending designation of this educational activity for 6.6 AMA PRA Category 1 Credits (CMEs). Doctors should submit request for CMEs only for those programs attended in entirety.

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[Sept. 27 & 28
Root Cause Analysis Training](#)

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[Sept. 28
Fair and Just Accountability](#)

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[Oct. 21 \(morning\)
Patient Experience](#)

[Oct. 21 \(afternoon\)
Patient Experience](#)

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[Oct. 27
Leadership](#)

HIGH RELIABILITY PROGRAMS FALL 2016 CONT.

Breakfast or lunch will be provided at each session.

Registration and appropriate meal begin at 8:30 a.m. or 12:30 p.m.

Worker Safety

Friday, October 28, 2016 - 8:30 a.m. to 12:30 p.m.

Held at South County Hospital, Potter Conf. Room, 100 Kenyon Ave, Wakefield, RI 02879

This session supports HARI's efforts to take care of the staff who take care of our patients. *Worker Safety and Worker Engagement: A High Reliability Approach* discusses behaviors, techniques, and measurement for worker safety, as used by other high reliability hospitals that are farther along their journey.

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Rounding to Influence

Friday, October 28, 2016 - 12:30 p.m. to 4:30 p.m.

Held at South County Hospital, Potter Conf. Room, 100 Kenyon Ave, Wakefield, RI 02879

The program teaches leaders how to go out on the units to coach, mentor, and sustain high reliability habits and practices. Medicine and nursing continuing education credits are offered for these sessions.

The John D. Thompson Hospice Institute for Education, Training and Research, Inc., is pending designation of this educational activity for 3.0 AMA PRA Category 1 Credits (CMEs). Doctors should submit request for CMEs only for those programs attended in entirety.

Train-the-Trainer

Wednesday, November 9, 2016 - 8:30 a.m. to 4:30 p.m.

Held at South County Hospital, Potter Conf. Room, 100 Kenyon Ave, Wakefield, RI 02879

The model for sharing high reliability training with the rest of the staff is train-the-trainer. The training is scripted. It requires an enthusiastic participant who is willing to make time to train others within your organization. Hospitals in Connecticut have trained educators, front-line managers, and senior leaders, including the CEO, as part of their training contingent. Train-the-trainer sessions are for hospitals and ambulatory practices. We are offering medicine and nursing continuing education credits for these sessions.

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Safety Event Classification

Thursday, November 10, 2016 - 8:30 a.m. to 4:30 p.m.

Held at South County Hospital, Potter Conf. Room, 100 Kenyon Ave, Wakefield, RI 02879

This program focuses on The Safety Event Classification (SEC) System that provides common definitions and an algorithm for the classification of safety events. The classification is based on the degree of harm that results from a deviation from expected performance or standard of care. The SEC serves as the foundation for the calculation of the serious safety event rate, a volume-adjusted measure of events resulting in moderate to severe harm, including death. This program is intended for quality, risk, physician and nurse peer review colleagues. Medicine and nursing continuing education credits offered.

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Worker Safety](#)

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