



**Salzburg CHOP Seminar in Medical Quality and Safety**  
**Sunday, May 12 – Saturday, May 18, 2024**



		<b>Sunday</b> 12.05.2024	<b>Monday</b> 13.05.2024	<b>Tuesday</b> 14.05.2024	<b>Wednesday</b> 15.05.2024	<b>Thursday</b> 16.05.2024	<b>Friday</b> 17.05.2024	<b>Saturday</b> 18.05.2024
07:00	08:00		<b>BREAKFAST</b>	<b>BREAKFAST</b>	<b>BREAKFAST</b>	<b>BREAKFAST</b>	<b>BREAKFAST</b>	<b>DEPARTURES</b>
08:00	09:00		<b>Introductions Pre-Seminar Test</b>	<b>Overview of Improvement Methodology</b> Ron Keren, MD, MPH	<b>PDSA Cycles</b> Daniel Hyman, MD, MMM	<b>Change Management</b> Ron Keren, MD, MPH Daniel Hyman, MD, MMM	<b>Mock Kaizen</b> All Faculty	
09:00	10:00	<b>The Case for Quality Improvement and Patient Safety</b> Daniel Hyman, MD, MMM	<b>Project Selection and Setting Aims</b> Jessica Hart, MD, MHQS	<b>Measurement 1</b> Ron Keren, MD, MPH				
10:00	10:30		<b>COFFEE BREAK</b>	<b>COFFEE BREAK</b>	<b>COFFEE BREAK</b>	<b>COFFEE BREAK</b>	<b>COFFEE BREAK</b>	
10:30	11:30		<b>Systems Thinking and Patient Safety</b> Meghan Galligan, MD, MSHP	<b>Understanding the Current State</b> Jessica Hart, MD, MHQS	<b>Measurement 2</b> Ron Keren, MD, MPH	<b>Sustain and Spread</b> Jessica Hart, MD, MHQS	<b>Mock Kaizen Report Out</b> All Faculty	
11:30	12:30		<b>Cognitive Bias</b> Daniel Hyman, MD, MMM	<b>Choosing the Right Team and Stakeholder Analysis</b> Jessica Hart, MD, MHQS	<b>Lean Methodology</b> Daniel Hyman, MD, MMM	<b>Behavioral Economics</b> Ron Keren, MD, MPH	<b>Questions and Answers</b> All Faculty	
12:30	14:00		<b>LUNCH</b>	<b>LUNCH</b>	<b>LUNCH</b>	<b>LUNCH</b>	<b>LUNCH</b>	
14:00	15:00		<b>Workshop Safety Investigations and Root Cause Analysis</b> Meghan Galligan, MD, MSHP Jessica Hart, MD, MHQS	<b>Workshop Using Improvement Tools</b> Jessica Hart, MD, MHQS Daniel Hyman, MD, MMM Ron Keren, MD, MPH	<b>Free Afternoon</b>	<b>Workshop Psychological Safety</b> Meghan Galligan, MD, MSHP  <b>End-of-Day Wrap-Up Ask the Faculty</b> All Faculty	<b>Post-Seminar Test Evaluation &amp; Discussion</b>	
15:00	16:00							
16:00	17:00							
17:00	18:00		<u>17:00 - 17:15</u> <b>OMI Presentation</b>					
18:00	19:00	<b>FACULTY MEETING TO REVIEW THE WEEK</b>					<b>FAREWELL RECEPTION</b>	
19:00	20:00	<b>WELCOME RECEPTION &amp; DINNER</b>	<b>DINNER</b>	<b>DINNER</b>	<b>DINNER</b>	<b>DINNER</b>	<b>GRADUATION DINNER</b> Certificates Awarded	
20:00	21:00					<u>20:30 - 21:30</u> <b>CHAMBER MUSIC CONCERT</b>		

### **Learning Objectives for Participants**

At the conclusion of this seminar, the participant should be better able to:

1. Exhibit an improved understanding of healthcare quality and safety principles including systems thinking, cognitive bias, psychological safety and the six domains of quality.
2. Organize safety investigations to enhance patient safety using methods such as Root Cause Analysis.
3. Apply quality improvement methodologies to drive continuous improvement using tools such as the Institute for Healthcare Improvement (IHI) Model for Improvement, Driver Diagrams, Fishbone Diagrams, Process Maps, and Kaizen.
4. Use run charts and statistical process control charts to visualize and analyze data over time and to identify statistically significant changes in processes and outcomes of care.
5. Formulate a plan for successfully implementing quality improvement initiatives, incorporating behavioral economics principles and change management strategies.

### **Accreditation**

In support of improving patient care, this activity has been planned and implemented by the Children's Hospital of Philadelphia. The Children's Hospital of Philadelphia is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

### **Designation of Credit**

**Physicians:** Children's Hospital of Philadelphia designates this live activity for a maximum of *27 AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



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