



THE CANADIAN HEALTHCARE SAFETY SYMPOSIUM

PROGRAM

THURSDAY, OCTOBER 20

1700 – 2000	Registration	<i>Ballroom Foyer</i>
1200 – 1900	STARS Human Patient Simulator – Open for Viewing	<i>Westin Front Entrance</i>
1900 – 2030	PUBLIC FORUM Patients, Public and Providers – Partners in Advancing the Culture of Safety Share your ideas for improving patient safety.	<i>Belaire / Britannia</i>

FRIDAY, OCTOBER 21

0700 – 0800	Registration	<i>Ballroom Foyer</i>
0700 – 0800	Breakfast	<i>Bonavista / End Rooms / Mayfair</i>
0800 – 1600	Poster Viewing	<i>Banff</i>
0830 – 1800	STARS Human Patient Simulator – Open for Viewing	<i>Westin Front Entrance</i>
0800 – 0820	Opening Remarks <i>Trevor Theman MD FRCPC, Symposium Co-Chair; Registrar, College of Physicians and Surgeons of Alberta</i>	<i>Belaire / Britannia</i>
0820 – 0910	KEYNOTE PRESENTATION Advancing the Culture of Safety <i>James Reason BSc PhD, Professor Emeritus, Department of Psychology, University of Manchester</i> <i>Chair: Philip Hassen MPH FCCHSE, Chief Executive Officer, Canadian Patient Safety Institute</i> For the last 25 years, James Reason has worked extensively in the area of human error and the way people and organizational processes contribute to the breakdown of complex, well-defended technologies such as healthcare, commercial aviation, nuclear power generation, railways and financial services. Error classification and models of system breakdown are widely used in these domains. He will discuss how organizational design and the conditions under which people work are major contributors to adverse events.	<i>Belaire / Britannia</i>
0910 – 0930	Refreshment Break	<i>Ballroom Foyer</i>
0930 – 1130	THEME 1: CHANGE MANAGEMENT AND LEADERSHIP No one disputes that effective leadership is key to the success of safety initiatives. In this session, you will better understand how leadership can shape culture and change within your organization. <i>Chair: Jack Davis BA MA, President and Chief Executive Officer, Calgary Health Region</i>	<i>Belaire / Britannia</i>

Theme 1 continued

THEME 1: CHANGE MANAGEMENT AND LEADERSHIP *continued*

Leadership and Information Flow

Ron Westrum BA MA PhD, Professor,

Departments of Sociology and Technology Studies, Eastern Michigan University

Ron Westrum will share a model that classifies how organizations handle information, helping us better understand the extent to which our organizations are highly reliable. Several examples relevant to healthcare will be used to show how leaders influence information flow and shape culture, and how this affects safety.

Men Behaving Badly: The Vasa Effect

Rhona Flin BSc PhD FBPsS FRSE, Professor, School of Psychology,

University of Aberdeen

In the 17th Century, the King of Sweden commissioned the building of a great ship, and dictated the measurements himself with no one daring to question him. Christened the Vasa, she sank within one nautical mile of her launching point on her maiden voyage. Building on this story, Rhona Flin, a specialist in the application of psychology to safety and emergency management, will discuss the role of the individual CEO in building and advancing a culture of safety.

How Leadership Responded to a Tragedy

Jim Conway MSc, Senior Fellow, Institute for Healthcare Improvement;

Senior Consultant, Dana-Farber Cancer Institute

Jim Conway will discuss his organization's response to a widely publicized adverse event, which claimed the life of a Boston Globe medical reporter. Specifically, he will explore the role of the most senior leaders in advancing a culture of safety.

1130 – 1250

Lunch and Networking

Bonavista / End Rooms / Mayfair / Terrace Restaurant

1250 – 1415

Selecting for Safety

Belaire / Britannia

Chair: John Cowell MD FRCPC, Chief Executive Officer,

Health Quality Council of Alberta

Designing for Safety

David Sless BA MSc FRSA, Director,

Communication Research Institute of Australia

Fascinated by communication problems in ordinary life – such as poor signposting and document design – David Sless has conducted extensive research into graphic communication. His presentation will focus on the application of his research in the healthcare setting, particularly on form design and the design of patient education and instruction information – and how this affects safety.

Selecting for Personality

Bob Helmreich PhD FRAES, Professor and Director,

Department of Psychology, University of Texas

As principal investigator of the University of Texas Human Factors Research Project, Bob Helmreich studies individual and team performance, human error, and the influence of culture on behaviour in aviation and medicine. In his presentation Dr. Helmreich will discuss the relationship between personality and professional discipline, especially those aspects of normal personality that are relevant to medical practice and that contribute to a culture of safety. These aspects include instrumental traits that reflect motivation and the need to achieve, expressive traits that relate to interpersonal concerns and sensitivity, and the Type A personality, which influences not only performance but also personal health.

1415 – 1430

Room Change

1430 – 1630

CONCURRENT SESSIONS

SESSION A: INFORMING THE PUBLIC

End Rooms / Mayfair

In this session, you will hear various perspectives on how healthcare organizations could inform the public when things go wrong.

Chair: Leslie Beard, President, LB Communications

Session A continued

SESSION A: INFORMING THE PUBLIC *continued*

A Canadian Perspective

*Rob Robson MDCM FRCPC, Director of Patient Safety,
Winnipeg Regional Health Authority*

Lessons from Australia

*Heather Wellington MBBS BMedSci BHA FRACMA LLB FAICD,
Consultant, Phillips Fox*

The Media's Perspective

André Picard, Public Health Reporter, The Globe and Mail

SESSION B: COMMUNICATIONS PLUS

Belaire / Britannia

*Stavros Prineas BSc (Med) MBBS FRCA FANZCA,
Specialist Anaesthetist, Department of Anaesthesia and Pain Management,
Nepean Hospital, Australia*

Chair: Donna Towers CHE, Chief Liaison Officer, Capital Health (Edmonton)

In this interactive session, Stavros Prineas will use a video to help delegates navigate through common communication problems that threaten patient safety, such as providing or participating in incomplete briefings or handovers, giving vague/undirected instructions, and not acknowledging orders.

Dr. Prineas is the designated speaker of the Royal College of Physicians and Surgeons of Canada, Region 1 Advisory Committee.

1630 – 1730

Networking Reception

Sponsored in part by the Canadian Patient Safety Institute

SATURDAY, OCTOBER 22

0700 – 0800

Registration

Ballroom Foyer

0700 – 0800

Breakfast

Bonavista / End Rooms / Mayfair

0800 – 1600

Poster Viewing

Banff

0800 – 1000

**THEME 2: ASKING THE RIGHT QUESTIONS:
REPORTING AND DATABASES**

Belaire / Britannia

In this session, you will learn the importance of asking the right questions, key points in designing databases and how to encourage reporting.

*Chair: Sheila Weatherill, President and Chief Executive Officer,
Capital Health (Edmonton)*

Lessons From Aviation

*Rob Lee BA PhD FRAeS FCILT,
International Consultant in Human Factors and Systems Safety*

To manage safety effectively, you have to know what is really going on in your organization. Rob Lee will provide examples of safety reporting and information systems developed in the aviation industry, and will describe how learnings from both the design and implementation of these may translate to healthcare.

The Healthcare Leader's Perspective

*Julie Morath RN MS, Chief Operating Officer,
Children's Hospitals and Clinics of Minnesota*

Building on her presentation at Halifax 4, Julie Morath will discuss how an organization-wide database was developed, and how it is used by the spectrum of employees.

Enhancing Clinical Performance

*Sven Erik Gisvold MD PhD, Department of Anaesthesia and Intensive Care,
St. Olav University Hospital, Norway*

In this session, you will learn how database use in an anaesthesiology department of a Norwegian hospital has proven to save lives and improve quality of care overall.

