

European Patient Safety and Quality Masterclass - Day 1

Time	Description	Duration	Faculty	Remarks
08:00	Faculty briefing			
09:00	Registration	30 min		
09:30	Introduction round, participants' expectations	30 min	All faculty	
10:00	Human Error: Do 'Bad Apples' exist?	60 min	Christopher - Michael	Old vs. New view of Safety Hindsight bias, outcome bias, local rationality, systems view, dealing with error <b>Literature: 1 Do bad apples exist?</b>
11:00	Coffee Break			
11:15	Safety Science 101: Schools of thought	30 min	Christopher – Michael	Origins of Safety Science, TMI, Cognitive Psychology vs. Joint Cognitive Systems (Reason vs. Rasmussen) <b>Literature: 2 Schools of thought (only Chapter 2.2 &amp; 2.3)</b>
11:45	Human Factor I: Working with others in healthcare	45 min	Peter	Hand-it on will be conducted with a focus on working with other professionals to achieve a common goal, even though the circumstances might not make it easy to do so.
12:30	Safety Science 102: NAT vs. HRO	30 min	Christopher – Michael	NAT (Perrow): Coupling & Complexity. HRO Principles <b>Literature: 3 NAT and HRO</b>
13:00	Lunch break			
14:00	Human Factor II : fatigue, limitations and psychology	45 min	Peter	This interactive lecture highlights how human capabilities to solve problems can also create dynamics and approaches that, in hindsight, would be considered „wrong“, and explores ways of dealing with them. <b>Literature: 4 Human Factor II Human Performance Limitations</b>
14:45	Safety Science 103: Drift	30 min	Christopher – Michael	Normalization of deviance <b>Literature: 5 Drift - normalization of deviance</b>
15:15	Human Factor III : Cognitive Aids and work-as-imagined	45 min	Michael - Peter	Basic features of human cognition in combination with time pressure, uncertainty, high stakes and stress during a critical situation set limits to human performance. Cognitive aids have come to be views as a promising tool in the management of perioperative events. However, their use is not widely disseminated.. We will explore reasons for this translational gap and reflect upon possible solutions. <b>Literature: 6 Human Factor III Cognitive Aids</b>
16:00	Coffee break			
16:30	Safety Science 104: Resilience Engineering	30 min	Christopher – Michael	<b>Literature: 7a Safety II and resilience; 7b four concepts of resilience</b>
17:00	Pro-Con: Evidence based Patient Safety	45 min	Johannes-Daniel	Do we need evidence for patient safety interventions? <b>Literature: Helsinki declaration (in basic reading)</b>
17:45	Day 1 wrapup	15 min	All faculty	How does Day 1 relate to your patient safety efforts?
18:00	End of Day 1 - Open Bar - Get-together			

## European Patient Safety and Quality Masterclass - Day 2

Time	Description		Duration	Faculty	Remarks
08:00	Faculty briefing				
09:00	Welcome back Q&A		30 min	All faculty	
09:30	Group 1 W 1	Group 2 W 2	90 min	W1 CRM Peter  W2 IRS Daniel-Johannes	W1: Crew Resource Management is a set of more or less complex rules of thumb that should help in preventing of and recovering from errors. In this workshop, we will explore, how the relevant principles can support the care for patients. When and where are the underlying principles usable. Where is their scope of application and how can they be implemented in practice? The workshop will be highly interactive. <b>Literature: W1 CRM and Simulation</b>
11:00	Coffee Break				
11:30	Group 2 W 1	Group 1 W 2	90 min	W1 CRM Peter  W2 IRS Daniel-Johannes	W2: System Analysis (IRS). Systems approach vs. individual blame. Application of the London protocol for systematic incident analysis <b>Literature: W2 Incident reporting in anesthesiology, W2b London protocol, W2c Psychology of accident investigation</b>
13:00	Lunch break				
14:00	Quality workshop I		60 min	Johannes - Daniel	
15:00	(optional break)				
15:15	Quality workshop II		60 min	Johannes - Daniel	
16:15	Coffee break				
16:45	The patient's perspective: testimonial and workshop		90 min	Jamie	
18:15	Day 2 wrapup		15 min	All faculty	How does Day 2 relate to your patient safety efforts?
18:30	End of Day 2				

**Gala Dinner @ 20:00**

European Patient Safety and Quality Masterclass - Day 3

Time	Description		Duration	Faculty	Remarks
08:00	Faculty briefing				
08:30	Welcome back Q&A		60 min	All faculty	
	Simulation of incident	Simulation of incident			
		Welcome back Q&A			
09:30	Crisis task force: analysis of the event (2 groups)		30 min	All faculty	
10:00	Coffee Break				
10:15	Group 1 W4	Group 2 W5	45 min	W4 Family Information Jamie - Daniel	W4: Disclosing an event to family (w/ actor) <b>Literature: W4 100 stories</b>
11:15	Group 2 W4	Group 1 W5	45 min	W5 Second Victim Christopher – local faculty	W5: Care of the second victim. General considerations, interview preparation, what questions?, building support <b>Literature: W5a Recovery for healthcare providers; W5b Review second victims</b>
12:15	Leadership in Patient Safety		15 + 45 min	Short lecture: Christopher Workshop: Christopher	Short lecture (e.g. getting support, stakeholder analysis), followed by W5 based on "Next steps: what will you do now?", questionnaire sent w/ registration
13:15	Q&A, resume, feedback		30 min	All faculty	
13:45	Lunch and good bye				

