

# Learning from harm education 2023/24

The Learning from harm education programme run by Te Tāhū Hauora Health Quality & Safety Commission helps participants:

- review health care harm while improving consumer, whānau and health care worker safety
- understand everyday work that supports healing, learning and improving, in a consistent way
- create quality improvement actions across health systems to reduce the risk of harm.

The education programme promotes a national approach, across the health and disability sector, to meet the eight guiding principles of the revised [Healing learning and improving from harm | Te whakaora, te ako me to whakapai ake i te kino: national adverse events policy 2023](#).

Workshops cover how to conduct an effective review of harm in a range of health care settings. It uses the learning review method as recommended within the 2023 policy to:

- understand the essential components of high-quality reviews of harm
- participate in a simulated learning review as a member of the review team.

## Education programme format

The programme includes four main components (one of which is optional). Participants must complete approximately 10 hours of self-directed online learning and attend one workshop (online/in-person options available) to receive their certificate. Details follow.



### Part 1: Launch (lunchtime session via Zoom)

Short introduction to the programme.



### Part 2: Online modules (10 hours)

Participants can complete the online modules any time between Part 1 and the Part 3 workshop. The modules include watching a series of videos and completing a workbook and some e-learning. Part 2 must be completed before the Part 3 workshop.



### Part 3: Learning review workshop

Participants take part in a simulated learning review at this interactive workshop. A variety of scenarios are offered: general health, mental health and addiction, maternity or disability. Participants select their preferred scenario during registration and we will do our best to accommodate this. The scenario is a tool to help participants focus on understanding the learning review process.

There are two workshop formats to choose from:

- virtual workshop via Zoom (4 hours – no charge) **or**
- in-person workshop in Hamilton, Wellington, Auckland or Christchurch (6 hours @ \$110.00 pp incl GST).



### Optional follow-up virtual workshop via Zoom – available on request

This optional workshop is for people who have completed Parts 1–3. It is designed to address any questions that may arise when participants implement learning reviews back at the workplace. Please email [learningfromharm@hqsc.govt.nz](mailto:learningfromharm@hqsc.govt.nz) to arrange.

### Full workshop schedule and registration

The full schedule of workshops for 2023/24 is below (four cohorts). To register: [Learning from harm education programme](#) registration form. For more information: [learningfromharm@hqsc.govt.nz](mailto:learningfromharm@hqsc.govt.nz)

Date	Session	Format and times
<b>Cohort 1 (Hamilton option for in-person workshop)</b>		
11 July 2023	Part 1: Launch	Zoom: 12.00-12:30 pm
	Part 2: Online modules	Ten hours in your own time
	Part 3: Learning review workshop (choose one):	
5 September 2023	EITHER Part 3 virtual workshop	Zoom: 8.45 am-1.15 pm
12 September 2023	OR Part 3 in-person workshop in Hamilton	In-person: 9.00 am-3.00 pm
<b>Cohort 2 (Wellington option for in-person workshop)</b>		
15 August 2023	Part 1: Launch	Zoom: 12.00 – 12:30 pm
	Part 2: Online modules	Ten hours in your own time
	Part 3: Learning review workshop (choose one):	
10 October 2023	EITHER Part 3 virtual workshop	Zoom: 8.45 am-1.15 pm
14 November 2023	OR Part 3 in-person workshop in Wellington	In-person: 9.00 am-3.00 pm
<b>Cohort 3 (Auckland option for in-person workshop)</b>		
20 February 2024	Part 1: Launch	Zoom: 12.00-12:30 pm
	Part 2: Online modules	Ten hours in your own time
	Part 3: Learning review workshop (choose one):	
16 April 2024	EITHER Part 3 in-person workshop in Auckland	In-person: 9.00 am-3.00 pm
30 April 2024	OR Part 3 virtual workshop	Zoom: 8.45 am-1.15 pm
<b>Cohort 4 (Christchurch option for in-person workshop)</b>		
12 March 2024	Part 1: Launch	Zoom: 12.00-12:30 pm
	Part 2: Online modules	Ten hours in your own time
	Part 3: Learning review workshop (choose one):	
6 May 2024	EITHER Part 3 virtual workshop	Zoom: 8.45 am-1.15 pm
21 May 2024	OR Part 3 in person workshop in Christchurch	In-person: 9.00 am-3.00 pm

### Bespoke in-person workshops also available

In localities where in-person workshops are not available, we are willing to discuss the opportunity for a bespoke workshop during 2023/24 to support with implementing the 2023 policy. Please note that providers wishing to host a workshop will have to:

- register a group of participants (minimum of 20)
- provide a workshop style venue with suitable AV equipment
- provide catering for morning tea and lunch.

We are also willing to provide short Zoom sessions (1-2 hours) for any group to support the policy and process implementation.

Email [learningfromharm@hqsc.govt.nz](mailto:learningfromharm@hqsc.govt.nz) to discuss either option.

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