

Learning from adverse events workshop



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa

16 – 17 April 2018

Sudima Hotel, Auckland Airport, 18 Airpark Dr, Mangere, Auckland

Monday, 16 April 2018		
Time	Session	Presenter
8:15am	Registration opens	
9:00am	Welcome and opening address	Iwona Stolarek , Medical Director, Health Quality & Safety Commission
9:15am	The consumer experience <i>Participants will appreciate the impact of an adverse event on a consumer and their whānau and the implications for their future interactions with the healthcare system.</i>	Heather Gunter , West Coast DHB
10:00am	The National Adverse Events Reporting Policy 2017 <i>Participants will appreciate the purpose, scope, key principles and approaches of the Policy, and what has changed from the previous Policy.</i>	Sarah Upston , Specialist, Adverse Events Learning Programme, Health Quality & Safety Commission
10:30am	Morning tea	
11:00am	An introduction to Human Factors <i>Participants will appreciate the:</i> <ul style="list-style-type: none"> • science of Human Factors and how human factors can be used in the design of safer systems • nature of human error and the role of human factors in reducing likelihood and mitigating consequences of error • relevance of Human Factors science to prevention of adverse events in healthcare • appreciate how a just culture stands apart from disciplinary processes or a protected quality assurance activity, and how it adds value to improving patient safety. 	Bob Henderson , Human Factors Specialist, Health Quality & Safety Commission
12:30pm	Lunch	

Monday, 16 April 2018

Time	Session	Presenter
1:15pm	<p>The role of open communication - the patient safety landscape</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none">• <i>understand the principles of open communication and identify how this principle can be better applied in their own organisation.</i>	Denys Court , O&G Specialist, Medicolegal Adviser, and member of the Commission's Adverse Events Expert Advisory Group
2:15pm	<p>Consumer participation in adverse event review</p> <p><i>Participants will appreciate:</i></p> <ul style="list-style-type: none">• <i>the importance of engaging with consumers around adverse event review</i>• <i>opportunities and approaches to engaging with consumers through the review process.</i>	Declan Rogers , Nurse Manager Surgical Services, Whanganui DHB
2:45pm	Afternoon tea	
3:00pm	<p>Supporting staff involved in an adverse event</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none">• <i>consider how adverse events may affect staff</i>• <i>consider tools and strategies for mitigating the impact of adverse events on staff</i>• <i>appreciate services available to support staff when adverse events happen</i>• <i>appreciate how organisations can promote a just culture and prevent victimisation of staff</i>• <i>understand current approaches to patient safety.</i>	Sarah Upston
3:45pm	Day one close	Sarah Upston
4:30pm	Networking function	A networking function will be held at the Sudima Hotel's bar. Food will be provided. Drinks at own cost.

Tuesday, 17 April 2017

Time	Session	Presenter
8:30am	Tea and coffee available	
9:00am	Welcome back and recap	Sarah Upston
9:15am	Meeting the needs of Māori in adverse event review <i>Participants will appreciate the:</i> <ul style="list-style-type: none">• <i>importance of meeting cultural needs of Māori in adverse event review processes</i>• <i>consider tools and approaches to meet the cultural needs of Māori in adverse event review.</i>	Taima Campbell, RN, MHSc (Nsg), PG Dip Bus (Māori Dev), Director Hauraki Health Consulting Ltd
10:15am	Morning tea	
10:45am	An introduction to adverse review processes <i>Participants will:</i> <ul style="list-style-type: none">• <i>appreciate the key principles of an adverse event review</i>• <i>appreciate different review methodologies and when they might be used</i>• <i>understand the steps in an adverse event review process</i>	Declan Rogers and Louise Allsopp, Manager of Patient Safety and Service Quality, Whanganui DHB
11:00am	Step 1: Getting started <i>Group exercise 1</i> Step 2. Gather and map information <i>Group exercise 2</i> <i>Based on a given scenario, participants will:</i> <ul style="list-style-type: none">• <i>develop a brief event review flow diagram</i>• <i>identify additional information requirements</i>• <i>identify tools and protocols required to gather additional information</i>• <i>develop a detailed event review flow diagram that establishes the event chronology</i>	Declan Rogers and Louise Allsopp

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Time	Session	Presenter
12:00am	<p>Step 3: Identify care and service issues</p> <p>Step 4: Analyse the problem and identify causal factors <i>Group exercise 3</i></p> <p><i>Based on a given scenario, participants will:</i></p> <ul style="list-style-type: none">• <i>undertake an analysis of the barriers that may have been breached in order to identify the care and service issues</i>• <i>identify contributing and causal factors using tools commonly used in adverse event review</i>	Declan Rogers and Louise Allsopp
1:30pm	Lunch	
2:15pm	<p>Step 5: Generate solutions and recommendations</p> <p>Step 6: Log, audit and learn from review reports</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none">• <i>based on a given scenario, generate and write recommendations, including a measure</i>• <i>understand the steps and templates that can assist in the production of reports.</i>	Declan Rogers and Louise Allsopp
3:00pm	<p>Implementing and auditing recommendations</p> <p>Building organisational capability in adverse event review process</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none">• <i>identify how best to use the information learnt in an integrated approach to patient safety</i>• <i>explain how change management and quality improvement programmes can enhance patient safety</i>• <i>have an opportunity to ask questions about implementing patient safety systems within their organisation</i>	Declan Rogers and Louise Allsopp
3:45pm	Closing	Sarah Upston
4:00pm	Workshop ends	