

Thomas Jefferson College of Population Health
Quality Improvement and Patient Safety Leadership Program
January 2026-June 2026

Session Date	Title	Presenter(s)	Agenda	Time	Objectives
Session 1	Leadership Perspectives in QI	Shane Flickinger Tracey Boggs	<ul style="list-style-type: none"> Defining Leadership in organizations and the Quality and Safety Project Role Overlap /Complementary Functions of Leadership & Management The Project Leadership Matrix Understanding and applying Psychological Type Preferences for Leadership Impact 	8 am-11:00 am	<ol style="list-style-type: none"> Examine the processes and complementary functions of Leadership and Management in practice, as well as their impact on project roles. Identify opportunities within the Leadership/Management Transition Model to enhance leadership performance. Evaluate personal leadership strengths and weaknesses through self-assessment, a time management tool, and peer feedback. Model Inclusive Leadership principles in your practice.
Session 2	High Reliability Leadership and Complexity Science	Doron Schneider	<ul style="list-style-type: none"> Leading or Following in a Complex Environment Complexity Science: A Leadership Primer High Reliability and Standardization: Barrier or Catalyst? 	8:00-11:00 am	<ol style="list-style-type: none"> Describe the role of Leadership in a Complex Environment Recognize factors that lead to team effectiveness within a complex system. Describe complexity science. Relate the tenets of a complex adaptive system to health care. Apply the concept of implementation science to a quality or safety improvement project.
Session 3	From Tension to Trust: Building Safer Systems	Michelle Arbid	<ul style="list-style-type: none"> Understanding the Roots of Conflict in Healthcare Trauma-Informed Strategies for Navigating Conflict Transforming Tension Into Collaboration 	8 00-11:00 am	<ol style="list-style-type: none"> Identify familiar sources of conflict in healthcare settings, including staff–patient tensions, interpersonal team disagreements, and system-level barriers. Apply trauma-informed communication strategies to de-escalate conflict and promote psychological safety during difficult conversations with patients, families, and colleagues. Demonstrate effective conflict-resolution techniques to transform tense interactions into opportunities for collaboration and trust-building. Develop an action plan to integrate conflict-management and trust-building practices into quality improvement work, thereby enhancing team cohesion and improving patient outcomes.

Session 4	Human Factors Engineering	Polly Tremoulet Vicki Lewis	<ul style="list-style-type: none"> • Introduction to Human Factors Engineering (HFE) • HFE and Patient Safety Improvement • Effective error management through the application of Human Factors Engineering 	8:00-11:00 am	<ol style="list-style-type: none"> 1. Define the term human factors. 2. Explain how human factors can be used within high-risk industries such as health care. 3. Apply human factors methods to proactively identify contributing factors of broken systems. 4. Plan an approach to fix the identified factors in the broken system with the goal of reducing human errors and improving organizational performance.
Session 5	Proactive Risk Assessment and Retrospective Cause Analysis	Maureen Frye	<ul style="list-style-type: none"> • Overview of Risk Assessments • Scenario-Based Root Cause Analysis • Contrasting Safety I and Safety II • Causal and Contributory Factors and Action Planning • Prospective Risk Assessments 	8:00-11:00 am	<ol style="list-style-type: none"> 1. Differentiate the role/value of proactive vs. reactive cause analysis for the reduction of patient harm. 2. Describe the key steps in conducting a cause analysis to identify the root causes in the provided scenario for the purpose of improvement. 3. Apply Safety I and Safety II theory when considering and conducting risk mitigation. 4. Discuss the value of proactive risk assessments in identifying and prioritizing mitigation efforts that result in safer care and operations.
Session 6	Presentation Skills	Pam Walter	<ul style="list-style-type: none"> • What's new in poster design • Why the QR code? • Graphics & Graphical Abstracts • Building a poster • Presentation Skills/Tactics 	8:00-11:00 am	<ol style="list-style-type: none"> 1. Design poster content to be succinct and target viewers' needs. 2. Employ tactics to improve presenting whether virtually or in person.