Thomas Jefferson College of Population Health
Quality Improvement and Patient Safety Leadership Program
September 2024-May 2025

Session Date	Title	Presenter(s)	Agenda	Time	Objectives
Session 1	High Reliability Leadership and Complexity Science	Ellen Guarnieri Doron Schneider	• Leading or Following in a Complex Environment • Complexity Science: A Leadership Primer • High Reliability and Standardization: Barrier or • Catalyst?	8am-12:00pm 2 – 15 min breaks	1. Describe the role of leadership in a Complex Environment 2. Recognize factors that lead to team effectiveness within a complex system. 3. Describe complexity science. 4. Relate the tenets of a complex adaptive system to health care. 5. Apply the concept of implementation science to a quality or safety improvement project.
Session 2	Data Acquisition and Management	Harm Scherpbier	• Healthcare Data Analytics • Determining Your Project Deliverable, Metrics and Data Needs Overview • Applying Data Needs and Metrics to Your Project	8am-12:00pm 2 – 15 min breaks	1. Analyze the 'raw data' needs for QI/PS projects, and population health initiatives. 2. Identify clinical, administrative, financial, operational, and other data sources that inform individual improvement projects. 3. Evaluate Thomas Davenport's model for working with quants in data analysis projects. 4. Construct solutions to overcome identified challenges and obstacles in data acquisition. 5. Organize data needs specific to individual improvement project.
Session 3	The Business Case for Quality	Andrew Kopolow	• The Business Case for Quality • The Cost of Poor Quality • Making the Business Case for Your QIPS project	8am-12:00pm 2 – 15 min breaks	1. Analyze the impact that excellence in QI/PS has on the business case at for improved patient care. 2. Explain the process for creating value by turning an idea for improvement into a business case. 3. Demonstrate how current QI/PS projects impact the improvement in quality and safety.

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Session 4	Team Science	Richard Hass	• Fundamentals of team research • Facilitation skills for team success • Principles of Team Science	8am-12:00pm 2 – 15 min breaks	1. Analyze team cognitive and social processes to improve team functioning for quality and safety improvement. 2. Apply team theory and research results to healthcare settings and scientific collaborations. 3. Formulate best practices in teamwork to achieve quality and safety improvement.
Session 5	Leadership	Dennis Delisle	• 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	8am-12:00pm 2 – 15 min breaks	1. Examine the process and complementary functions of Leadership and Management in practice and their impact in project roles. 2. Identify opportunities in the Leadership/Management Transition Model to advance Leadership Performance. 3. Evaluate personal leadership strengths and stretches through self-assessment, a time management tool and peer feedback. 4. Formulate a resolution to a leadership/management project challenge.

Session 6	Negotiation Skills	Sharon Kiely	• Negotiation Skills
			• Begin with You - and Four Strategies:{Learners Mind, Lead by Influence, Constraint, Vision}
			• Stakeholder Thought Exercise
			• Negotiation - Art of Woo
			  ○ Pitfalls & Superpowers,
			  ○ Outcome v. Impact
			•
				8am-12:00pm
				
				2 – 15 min breaks
					1. Understand the use of key negotiation tactics to drive success
					2. Apply the fours strategies of successful negotiation
					3. Execute a Negotiation Strategy to Sustain Improvement Plan Results

Session 7	Proactive Risk Assessment and Retrospective Cause Analysis	Maureen Frye	• Overview of Risk Assessments • Scenario-Based Root Cause Analysis • Contrasting Safety I and Safety II • Causal and Contributory Factors and Action Planning	8am-12:00pm 2 – 15 min breaks	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

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			• Prospective Risk Assessments		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 8	Human Factors Engineering	Polly Tremoulet	• Introduction to Human Factors Engineering (HFE) • HFE and Patient Safety Improvement • Effective error management through the application of Human Factors Engineering	8am-12:00pm 2 – 15 min breaks	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 9	Presentation Skills	Pam Walter	• What's new in poster design • Why the QR code? • Graphics & Graphical Abstracts • Building a poster • Presentation Skills/Tactics	8am-12:00pm 2 – 15 min breaks	1. Design poster content to be succinct and target viewers' needs. 2. Employ tactics to improve presenting whether virtually or in person.