

JOIN US FOR THIS COLLABORATIVE HQIC EVENT



Telligen QI Connect™

HQIC
Hospital Quality Improvement Contractors
CENTERS FOR MEDICARE & MEDICAID SERVICES
QUALITY IMPROVEMENT & INNOVATION GROUP

HQIC RELIABILITY AND RESILIENCE LEARNING ACTION SERIES



LEARNING OBJECTIVES

- Discuss the foundations, theories, and applications of resilience and high reliability organizing in healthcare
- Describe practical implementation strategies for activities that promote reliability and resilience, plus tools and resources available to healthcare organizations
- Identify one idea to test at the local level to address reliability and resilience

DESCRIPTION

The HQIC Reliability and Resilience Learning Action Series is designed to educate and activate hospital leaders on the concepts and practices of resilience and high reliability in healthcare. Learning sessions will be focused across three concentrations:

1. Foundational knowledge about the concepts, theories, and activities related to resilience and reliability,
2. Examples of practical application of resilience and reliability activities at scale, and
3. Stories from the field: Hospital case studies of reliability and resilience in action at the local level.

TARGET AUDIENCE

Hospital Leadership, Clinical and Non-Clinical Hospital Team Members, Patient Family Partners, Medical Staff members, Hospital Association Leaders, and HQIC team members

REGISTER HERE FOR BOTH SESSIONS!

Both sessions are one hour

- Session 1: Tuesday, April 16, 2024
10 am PT/11am MT/12 pm CT/1pm ET
- Session 2: Friday, June 21, 2024
9:30 am PT/10:30 am MT/11:30 am CT/12:30 pm ET

Questions?

Reach out to Helen Craigie at

hcraigie@convergencehealth.org

BACKGROUND INFORMATION FOR THOSE INTERESTED IN DEEPENING THEIR FOUNDATIONAL KNOWLEDGE ABOUT THE CONCEPTS, THEORIES, AND ACTIVITIES RELATED TO RESILIENCE AND RELIABILITY PRIOR TO OR AFTER PARTICIPATION IN THE LEARNING SERIES:

HANYS / EQIC HQIC Expert – Dr. Oren Guttman, Jefferson Health

- *Resiliency Engineering and Human Factors as a Path to High Reliability Organizing*
- Learning Session [Slides](#) / Learning Session [Recording](#)

Convergence HQIC Expert – Dr. Bruce Spurlock, Convergence Health

- *HRO is a Journey, Not a Destination: Lessons from an International Roundtable on Healthcare Resilience*
- [Leading in Tough Times: A Resilience Playbook](#) Summary of the Proceedings

LIVE VIRTUAL LEARNING SESSIONS

- **Session 1: Practical application of resilience and reliability activities at scale**
Featuring:
HQI HQIC Expert – Jen Murphy
 - Implementing an Incident Decision Tree**Telligen HQIC Expert – Risa Hayes**
 - Learning from Community Organizing Approaches to Build High Reliability Organizations
- **Session 2: Stories from the field: Hospital case studies of reliability and resilience in action at the local level**
Featuring:
IHC HQIC Experts – Jennifer Newton, Neosho County Regional Medical Center
– Julie Noah, Clay County Medical Center
– Julia Pyle, Kansas Healthcare Collaborative
 - Applying High Reliability Organization Concepts in Critical Access Hospitals**Alliant HQIC Experts – Carrie Coen, Pullman Regional Hospital**
 - A Critical Access Hospital’s Journey to High Reliability

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