

High Reliability Strategy Workshop

Minneapolis | April 11, 2018

Wednesday, April 11, 2018

7:30 – 8:00 a.m.

Breakfast

8:00 – 8:30 a.m.

Welcome and Review of Agenda

Dave Marshall, Managing Director, Huron

8:30 – 9:45 a.m.

What is High Reliability, and Why Does Health Care Need It?

Mark R. Chassin, MD, FACP, MPP, MPH, President and CEO, The Joint Commission

9:45 -10:00 a.m.

Break

10:00 – 10:30 a.m.

High Reliability/HRO Frameworks

David Grazman, PhD, MPP, Director, Center for Business Development, The Joint Commission Center for Transforming Healthcare

Dave Marshall, Managing Director, Huron

10:30 a.m. – 12:30 p.m.

Introduction to Change Management (Facilitating Change)

Dawn Allbee, Director, Customer Engagement, The Joint Commission Center for Transforming Healthcare

12:30 – 1:00 p.m.

Lunch

1:00 – 2:30 p.m.

Fundamentals of Lean/Process Improvement

Dave Marshall, Managing Director, Huron

2:30 – 2:45 p.m.

Break

2:45 – 3:15 p.m.

Normalization of Deviance

Dave Marshall, Managing Director, Huron

3:15 – 4:00 p.m.

Voice from the Front Line

Christiane Levine, RN, Director, Huron

4:00 – 4:30 p.m.

Review of Objectives and Q&A

4:30 – 5:00 p.m.

Wrap Up, Key Learning Letters and Evaluation