

N ■ First Do No Harm – ■ NHMG Leadership

Education for new NHMG leaders!

First Do No Harm – NHMG Leadership is designed for **new leaders** in the NHMG area of our organization. The class provides education for how to analyze serious safety events, minimize the probability of errors, minimize waste in processes, and use tactics to move our team members to a culture where patient safety is at the core of our business.

The following questions will be explored:

- Have you ever wondered about the science of human performance and the three ways the human brain operates in respect to committing errors?
- Have you ever wanted to know how to improve human reliability in complex systems leading to fewer events of harm to patients?
- Are you interested in specific tools and techniques that can be deployed to improve human performance and reduce errors that lead to harm by 80%?

Who should attend?

New NHMG leaders are required to attend – check your training summary to verify you have not previously attended this class.

Webinar date and time

Tuesday, April 1, 1 to 3 p.m.

Register through I-Learn by browsing for: AMB0030 First Do No Harm – NHMG Leadership. After registering, you will receive a confirmation email for the class.



Objectives

After successfully completing this course, you will be able to:

- Discuss how a culture of safety, "First Do No Harm", supports the remarkable patient experience.
- Compare and contrast the current safety culture at Novant Health with that of highly reliable organizations.
- Implement evidenced-based best practice methods [Safety Methods for Leaders] that will reduce errors resulting in patient harm.
- Describe next steps in implementing evidenced-based practice methods [Team Member Toolbox] for all team members.

ANCC Credit Hours

There are **2.0 ANCC credit hours** provided after successfully completing this course. The ANCC certificate will be provided via your "Completed" transcript in I-Learn.