

N First Do No Harm – Leadership

Education for new leaders!

First Do No Harm-Leadership is designed for **new leaders** 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 leaders are required to attend – check your training summary to verify you have not previously attended this class.

Webinar date and time

Tuesday, January 14, 10 a.m. to noon

Register through I-Learn by browsing for: **CEL0775 First Do No Harm – 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.