

N ■ First Do No Harm – ■ Leadership

Training for new leaders!

The **First Do No Harm-Leadership** class 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%?

If your answer was “yes” to any of the above, then the training highlighted in this invite will be helpful to you!

Who should attend?

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

Class location, date and time

Thursday, May 4, 10:30 a.m. to 12:30 p.m.

Midtown Medical Plaza
Magnolia classroom
1918 Randolph Road
Charlotte, NC 28204



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 practices methods [Team Member Toolbox] for all team members

Register through I-Learn by browsing for: z0775 First Do No Harm – Leadership. After registering, you will receive a confirmation email for the class.