

# N ■ First Do No Harm – ■ Leadership

## Education 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 education 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 date and time

Tuesday, January 5, 10 a.m. to noon

**This course has been converted to a virtual format due to the COVID-19 situation. Please enroll in the class and you will be contacted with further instructions.**



## 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

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