



# 2007 Spring Conference

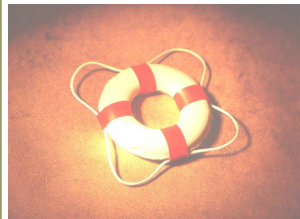
## Safety Culture:

### Improving Safety & Quality in Healthcare

March 30, 2007

Friday

8:00 AM—4:00 PM



Radisson Phoenix Chandler

7475 W. Chandler Blvd.

Chandler, AZ 85226

(480) 961-4444

“We’re already getting good results . . . why do we need to change, again?” This program will answer this question by presenting a compelling case for creating a culture of safety in health-care. Beginning with a basic understanding of human reliability in complex systems and human error, the program will show how several healthcare organizations are creating effective safety cultures to reduce the numbers of events involving patient harm by 80% in two years.

Featured Presenter

Craig Clapper, PE, CQM

Craig Clapper has over 20 years experience in nuclear power, transportation, manufacturing, and healthcare. He has led hundreds of investigations of equipment failures, human errors, programmatic deficiencies, organizational breakdowns, and management effectiveness. He has designed and assisted in the implementation of human performance improvement programs and equipment performance improvement programs for several large organizations. Mr. Clapper also specializes in technology-based approaches for preventing human error in complex systems. He is a registered professional engineer in the State of Arizona, has a master’s degree in business administration, and is a Certified Quality Manager by the American Society for Quality (ASQ).

#### Agenda

8:00	-	8:30 am	Registration
8:30	-	10:00 am	Human Performance
10:00	-	10:15 am	BREAK
10:15	-	12:00 pm	Human Performance
12:00	-	1:00 pm	Working Lunch
1:00	-	2:30 pm	Culture of Safety
2:30	-	2:45 pm	BREAK
2:45	-	4:00 pm	Culture of Safety



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# Safety Culture: Improving Safety & Quality in Healthcare

Program Fee: \$125.00 for AzAHQ Member; \$160.00 for Non-AzAHQ Members  
 (Includes: Applied for 7 CPHQ credits, continental breakfast, lunch and snack.)

You may now pay for this education session via PayPal located on the AzAHQ website

- Log onto <http://www.azahq.org/amember/membership.php>.
- Type in your user name and password
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- To: [quality@azahq.org](mailto:quality@azahq.org)
- Please provide all of the required information
- Be prepared to pay at the door upon arrival for the program

*Please make checks payable to AzAHQ. [www.azahq.org](http://www.azahq.org)*

What You'll Learn

Human Performance in Complex Systems

The participant will learn the fundamentals of human performance philosophy and basic technology solutions to improve performance in complex systems. The presentation will include an overview of:

- Principles of systems thinking
- Commonalities and differences among reliability, safety, and quality.
- The Prevent, Detect, and Correct (PDC) approach to improving system reliability
- Four behavior-shaping factors of Cook's Sharp-End model: culture, process, technology, and environment.
- Three types of human error in the Generic Error Modeling Systems (GEMS)
- 40 critical success factors for Safety Governance, including 10 that performance improvement programs.

Creating a Culture of Safety

The participant will learn about culture and the use of culture in developing an effective error prevention strategy. The presentation will include information about:

- Attributes of high-reliability organizations from Weick, Amalberti, and Rickover.
- Two success factors in culture: Vertical alignment and implementing detail
- A 3-step proven approach for creating a culture of safety
- Proven behaviors and tools for human error prevention
- Psychological causes of non-compliance
- Fundamentals of effective accountability systems
- A critical leadership role: fix causes, not problems

Company/Institution/Organization: _____	
Name _____	Position/Title/Credentials _____
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H-Phone _____	Wk-Phone _____
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