Patient safety is a shared responsibility between the organization and the individuals working in that organization. Senior leaders and managers are accountable for identifying and removing barriers to safe practices. Individuals are accountable for their actions. Balancing organizational and individual accountability can be challenging. In this workshop, participants learn how to create a shared accountability system that addresses weaknesses in patient care systems and promotes individual responsibility for following safe practices. Adverse event case studies are used throughout the workshop to explore the relationship between organizational and personal accountability to help ensure the right actions are taken following an adverse event. Participants receive an accountability analysis tool that can be used by managers and supervisors to determine the extent of individual responsibility following an adverse event.

**Audience:** Medical directors, senior executives, managers, HR directors, patient safety officers, performance improvement directors

**Learning Objectives**
- Recognize shortcomings in your organization’s accountability system that adversely effect patient safety.
- Incorporate patient safety responsibilities into your employee performance management system at all levels.
- Transform counterproductive “blaming” into process and behavior changes that advance patient safety improvements.
- Create a consistent framework for judging individual accountability following an adverse patient incident.
- Promote an environment where the reporting of adverse events is encouraged and individual consequences, both positive and negative, are aligned with patient safety goals.

**Agenda**

**Who Should be Accountable for What?**
- Safety-critical responsibilities of senior leaders, managers and frontline staff
- How to create an open, fair, and accountable patient safe culture
- Setting organizational and individual patient safety expectations

**Creating a Fair and Consistent Accountability System**
- Aligning human resource policies with safe practice expectations
- How to integrate patient safety expectations into job responsibilities and reward systems
- Tools that motivate managers and frontline staff to adopt desired “safety” behaviors

**Taking the Right Action When Things Go Wrong**
- Using an accountability analysis tool to make consistent and equitable decisions about individual accountability after a patient safety incident
- Identifying systems & organizational issues that affect an individual’s ability to provide safe patient care
- Selecting an appropriate course of action for staff involved in an adverse event

**Tactics for Reinforcing Organizational and Personal Accountability**
- Tailored performance reporting and reward/recognition strategies
- Processes to identify, analyze, and address unsafe situations as soon as they are identified
- How to sustain the culture of accountability
Faculty

Patrice L. Spath, Principal, Brown-Spath & Associates, Forest Grove, Oregon, is a widely sought after trainer and consultant whose advice is innovative, up-to-date, and immediately applicable to your unique environment. During the past 20 years, she has presented over 350 educational programs on quality improvement, error reduction and patient safety, case management, clinical paths, and outcomes management. She has authored several books and over 150 journal articles on health care quality topics, and she writes a regular column for Hospital Peer Review and Hospital Case Management.
Your registration is not complete until you receive a confirmation from the Patient Safety Center. This program is held at MHA headquarters in Elkridge.

**Friday, May 8, 2009** (75824)
Registration 8:30 AM, Program 9:00 AM – 3:30 PM

**PLEASE PRINT OR TYPE**

Please include your e-mail. Registration confirmations are only sent by email.

Organization Name: ____________________________________________

1. Name: _______________________________ Degree(s): ______________
   Title: _______________________________ Badge Name: ______________
   Email Address: ________________________ Direct Phone #: ____________

2. Name: _______________________________ Degree(s): ______________
   Title: _______________________________ Badge Name: ______________
   Email Address: ________________________ Direct Phone #: ____________

**SPECIAL NOTE:** Although there is no charge to Maryland healthcare professionals and employees at Sibley Memorial Hospital, Washington Hospital Center and Nanticoke Health Services to attend this program, it is not without cost. If you register and fail to attend without notifying us 3 days in advance or finding a substitute, you will be charged a $75 cancellation fee.

There is a charge of $150 for non-Maryland healthcare professionals to attend this program.

**Return Registration Form to:**

Robbie Heacock
Maryland Patient Safety Center
6820 Deerpath Road
Elkridge, MD 21075
rheacock@mhaonline.org
410.796.6239
FAX: 410.379.9541