



THE HEALTH CARE IMPROVEMENT FOUNDATION  
*Building Partnerships For Better Health Care*



## **Please Join Us for the 3<sup>rd</sup> Webinar on Safety-Focused Culture:**

### ***“Leaders Provide Structure: What Healthcare can Learn from High Reliability Organizations”***

**Wednesday, December 2, 2009  
8:00AM – 9:00AM**

We are pleased to offer the third webinar in a three-part series, ***“Leaders Provide Structure: What Healthcare can Learn from High Reliability Organizations”***. Participants will learn about the distinctive leadership competencies of high reliability organizations (HROs) and the means for applying this learning in the healthcare industry:

- Operational risk management – five characteristics of high reliability organizations (HROs);
- Mindfulness of HROs – big-picture leadership from the “press box”;
- “Tell Me What I Can Do” -- high leverage tactics for safety culture leadership.

Webinar faculty includes nationally renowned HPI speakers Craig Clapper, Carole Stockmeier, and Shannon Sayles. Craig, Carole and Shannon have all been actively engaged in leading this initiative in hospitals across our region.

This webinar series has been planned as a progressive program for individuals responsible for providing strategic and operational leadership for safety culture improvement. If you were unable to participate in the October 7<sup>th</sup> and/or November 4<sup>th</sup> webinars, copies of the slide presentations and a link to the playback of these webinars are available by contacting Natalie Buffone at [nbuffone@hcifonline.org](mailto:nbuffone@hcifonline.org).

**Advance registration is required for this webinar.** Please use the registration form on page three to register for the December 2<sup>nd</sup> webinar. Dial-in instructions will be sent out one week prior to the webinar.

***Funding is provided by the Partnership for Patient Care, a multiyear collaboration of The Health Care Improvement Foundation, Independence Blue Cross, and healthcare organizations across Southeastern Pennsylvania.***



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## HPI Faculty

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### **Craig Clapper, PE, CMQ/OE Senior Partner & Chief Operating Officer**

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Craig Clapper is a founding partner and the Chief Operating Officer of HPI. Craig has over 20 years experience improving reliability in nuclear power, transportation, manufacturing, and healthcare. He specializes in cause analysis (including nuclear power events and component failures, commercial aviation components, and the Texas A&M bonfire structure collapse), reliability improvement (including Feed Water & Main Turbine systems in nuclear power, manufacturing at Baker Hughes, and chemotherapy processes at St Jude's Children's Hospital), and safety culture improvements (for Duke Energy, US Department of Energy, ABB, Westinghouse, Framatome ANP, Sentara Healthcare, and others). He now is the lead consultant on several safety culture engagements for healthcare systems. Prior to forming HPI, Craig was the Chief Operating Officer of Performance Improvement International, Chief Engineer for Hope Creek Nuclear Generating Station, and Systems Engineering Manager for Palo Verde Nuclear Generation Station. He is a registered professional engineer in Arizona, has a master's degree in business administration, and is a Certified Manager of Quality and Organizational Excellence by the American Society for Quality (ASQ).

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### **Carole A. Stockmeier, MHA, CMQ/OE Partner & Practice Director**

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Carole Stockmeier is a Partner and Practice Director of HPI. She is the senior consultant for comprehensive safety culture engagements of hospitals and integrated health systems and has helped organizations achieve significant improvement in safety reliability. Carole has over 15 years experience in hospital operations leadership. Prior to joining HPI, she served as the Director of Safety & Performance Excellence at Sentara Healthcare where she guided leaders in the implementation of strategies for human error prevention and high-reliability performance. She provided operational leadership for Sentara's patient safety initiatives, with outcomes recognized by award of the American Hospital Association 2004 Quest for Quality Prize and the 2005 John M. Eisenberg Award for Patient Safety and Quality. She holds a Master's degree in health administration from Virginia Commonwealth University, where she is a Fellow of the Williamson Institute of the Department of Health Administration, and a Bachelor of Science degree in public health from the University of North Carolina at Chapel Hill. She is a Certified Manager of Quality and Organizational Excellence by the American Society for Quality (ASQ).

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### **Shannon M. Sayles, RN, MA Consultant**

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Shannon Sayles is a consultant with HPI. She led the implementation of the safety and performance excellence culture at Sentara Healthcare, an integrated delivery system in southeastern Virginia. In this role she collaborated with and provided guidance to system and operational leaders in implementing behavior-based approaches for error prevention, state of the art event analysis and other safety strategies such as crew resource management. These efforts received national recognition for Sentara with the 2004 American Hospital Association Quest for Quality Prize, the 2005 JCAHO John M. Eisenberg Patient Safety and Quality Award and the 2007 VIPC&S Patient Safety Award. She has over 30 years of leadership experience in healthcare, including over 15 years in performance improvement in both hospitals and health plans. In addition to a clinical master's degree, she has completed a master's degree in organizational development. Her thesis on sustaining improvement in patient safety was recognized for excellence by the Fielding Graduate University. Shannon holds a Bachelor of Science Degree in Nursing from the Georgetown University School of Nursing, a Master of Science in Rehabilitation Nursing from Boston University School of Nursing, and a Master of Arts in Organizational Development from Fielding Graduate University. She is a certified Six Sigma Black Belt by the Juran Institute.



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## **REGISTRATION FORM -HPI WEBINAR**

**Wednesday, December 2, 2009**

**8:00 AM - 9:00 AM**

### **Leaders Provide Structure: What Health Care Can Learn from High Reliability Organizations (HROs)**

Participants will learn about the distinctive leadership competencies of high reliability organizations (HROs) and the means for applying this learning in the healthcare industry:

- Operational risk management – five characteristics of high reliability organizations (HROs);
- Mindfulness of HROs – big-picture leadership from the “press box”;
- “Tell Me What I Can Do” – high leverage tactics for safety culture leadership.

- Participants from the same hospital are asked to use one connection per hospital.
- Additional lines may be provided upon request.
- Interested participants are required to pre-register.
- Dial-in instructions will be sent to the contact person (list below) one week prior to the webinar.
- The registration deadline is Tuesday, November 24, 2009.
- Register by fax (215-563-2442) or email to [nbuffone@hcifonline.org](mailto:nbuffone@hcifonline.org)

Organization: \_\_\_\_\_

Contact Name (One per Hospital): \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

#### Names and contact information of persons attending webinar:

1. Name: \_\_\_\_\_ Email: \_\_\_\_\_

2. Name: \_\_\_\_\_ Email: \_\_\_\_\_

3. Name: \_\_\_\_\_ Email: \_\_\_\_\_

4. Name: \_\_\_\_\_ Email: \_\_\_\_\_

5. Name: \_\_\_\_\_ Email: \_\_\_\_\_

**Register by fax (215-563-2442) or email to [nbuffone@hcifonline.org](mailto:nbuffone@hcifonline.org)  
by November 25, 2009**