

Day 1

Time Slot	Topic	Min
7:30 a.m. – 8:30 a.m.	Registration/Breakfast	60
8:30 a.m. – 9:00 a.m.	Welcome/Opening Exercise	30
9:00 a.m. – 9:30 a.m.	PS: Today	30
9:30 a.m. – 9:45 a.m.	PS: Science	15
9:45 a.m. – 10:00 a.m.	Communication for PS	15
10:00 a.m. – 10:15 a.m.	Break	15
10:15 a.m. – 11:00 a.m.	Human Factors	45
11:00 a.m. – 12:00 p.m.	Failure Mode Effects	60
12:00p.m. – 1:00 p.m.	Lunch Break	60
1:00 p.m. – 1:30 p.m.	Apparent Cause Analysis	30
1:30 p.m. – 2:00 p.m.	Intro to RCA / RCA Steps 1	30
2:00 p.m. – 2:15 p.m.	RCA Step 2	15
2:15 p.m. – 2:30 p.m.	Crisis Communication	15
2:30 p.m. – 3:00 p.m.	Disclosure	30
3:00 p.m. – 3:15 p.m.	Break	15
3:15 p.m. – 3:30 p.m.	Disclosure	15
3:30 p.m. – 4:15 p.m.	Building Patient Safety into Organizations	45
4:15 p.m. – 4:30 p.m.	Recap / Q&A	15

Day 2

Time Slot	Topic	Min
7:30 a.m. – 8:30 a.m.	Registration/Breakfast	60
8:30 a.m. – 8:45 a.m.	Day 1 Recap / Q&A	15
8:45 a.m. – 10:00 a.m.	PS Data	75
10:00 a.m. – 10:15 a.m.	Break	15
10:15 a.m. – 11:00 a.m.	RCA Step 3	45
11:00 a.m. – 12:00 p.m.	RCA Step 4 /Step 5	45
12:00 p.m. – 1:00 p.m.	Lunch Break	60
1:00 p.m. – 1:45 p.m.	RCA Step 5 / Group Reports	45
1:45 p.m. – 2:15 p.m.	Sustaining Change - Organizational	30
2:15 p.m. – 2:45 p.m.	Sustaining Your Personal Energy/Resilience	30
2:45 pm – 3:00 pm	So What Now?	15
3:00 p.m. – 3:15 p.m.	Break	15
3:15 p.m. – 3:30p.m.	So What Now?	15
3:30 p.m. – 4:00 p.m.	Kaelyn Sosa Story	30
4:00 p.m. – 4:30 p.m.	Recap /Deltas	30