

## Patient Safety and Quality Masterclass 2023

### Preliminary Programme

Day 1 – 9 October 2023

All times CEST (GMT +2)

Monday, 9  
October  
09:00 - 10:00

#### Introduction

Interactive Group Discussion

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#### Faculty

Daniel Arnal (Alcorcón, Spain) – Past Chair of the ESAIC Patient Safety and Quality Committee  
Benedikt Preckel (Amsterdam, The Netherlands) – Chair of the ESAIC Patient Safety and Quality Committee  
Johannes Wacker (Zürich, Switzerland)  
Michael St.Pierre (Erlangen, Germany)  
Jamie Thomas King (Toronto, Canada) – Patient Advocate  
Christopher Neuhaus (Heidelberg, Germany) – ESAIC Masterclass Director  
Mette Lind Kristensen (Copenhagen, Denmark)

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10:00 - 11:00

#### Human Error: Do 'Bad Apples' exist?

#### Faculty

Christopher Neuhaus (Heidelberg, Germany)  
Michael St. Pierre (Erlangen, Germany)  
Johannes Wacker (Zürich, Switzerland)

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11:00 - 11:15

#### Coffee Break

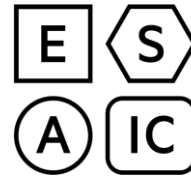
11:15 - 11:45

#### Safety Science 101: Schools of thought

#### Faculty

Christopher Neuhaus (Heidelberg, Germany)  
Michael St. Pierre (Erlangen, Germany)

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11:45 - 12:30

### Human Factor I: Working with others in healthcare

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**Faculty**

Mette Lind Kristensen (Copenhagen, Denmark)

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12:30 - 13:00

### Safety Science 102: NAT vs. HRO

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**Faculty**

Christopher Neuhaus (Heidelberg, Germany)

Michael St. Pierre (Erlangen, Germany)

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13:00 - 14:00

### Lunch Break

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14:00 - 14:45

### Human Factor II : Fatigue, Limitations and Psychology

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**Faculty**

Mette Lind Kristensen (Copenhagen, Denmark)

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14:45 - 15:15

### Safety Science 103: Drift

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**Faculty**

Christopher Neuhaus (Heidelberg, Germany)

Michael St. Pierre (Erlangen, Germany)

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15:15 - 16:00

### Human Factor III : Emergency Manuals – why bother? How to use them

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**Faculty**

Michael St. Pierre (Erlangen, Germany)

Benedikt Preckel (Amsterdam, The Netherlands)

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16:00 - 16:30 **Coffee break**

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16:30 - 17:00 **Safety Science 104: Resilience Engineering**

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**Faculty**

Christopher Neuhaus (Heidelberg, Germany)  
Michael St. Pierre (Erlangen, Germany)

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17:00 - 17:30 **The patient's perspective: Testimonial**

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**Faculty**

Jamie King (Toronto, Canada)

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17:30 - 18:00 **Day 1 Summary Discussions and Q&A**

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**Faculty**

Daniel Arnal (Alcorcón, Spain)  
Benedikt Preckel (Amsterdam, The Netherlands)  
Johannes Wacker (Zürich, Switzerland)  
Michael St.Pierre (Erlangen, Germany)  
Jamie Thomas King (Toronto, Canada)  
Christopher Neuhaus (Heidelberg, Germany)  
Mette Lind Kristensen (Copenhagen, Denmark)

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## Day 2 – 10 October 2023

Tuesday, 10  
October  
09:00 - 09:30

### Introduction Day 2 - Q&A

#### Faculty

Daniel Arnal (Alcorcón, Spain) – Past Chair of the ESAIC Patient Safety and Quality Committee  
Benedikt Preckel (Amsterdam, The Netherlands) – Chair of the ESAIC Patient Safety and Quality Committee  
Johannes Wacker (Zürich, Switzerland)  
Michael St.Pierre (Erlangen, Germany)  
Jamie Thomas King (Toronto, Canada) – Patient Advocate  
Christopher Neuhaus (Heidelberg, Germany) – ESAIC Masterclass Director  
Mette Lind Kristensen (Copenhagen, Denmark)

09:30 – 10:30

### Communication and Connection Workshop

#### Faculty

Jamie Thomas King (Toronto, Canada)

10:30 – 11:00

### Coffee Break

11:00 – 12:30

### Parallel Group Session I

W1: Crew Resource Management

#### Faculty

Mette Lind Kristensen (Copenhagen, Denmark)

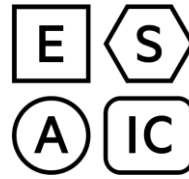
11:00 – 12:30

### Parallel Group Session I

W2: Learning Systems

#### Faculty

Daniel Arnal-Velasco (Alcorcon, Spain)  
Johannes Wacker (Zürich, Switzerland)



12:30 – 13:30 **Lunch Break**

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11:30 - 13:00 **Parallel Group Session II**

W1: Crew Resource Management

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**Faculty**

Mette Lind Kristensen (Copenhagen, Denmark)

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11:30 - 13:00 **Parallel Group Session II**

W2: Learning Systems

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**Faculty**

Daniel Arnal-Velasco (Alcorcon, Spain)

Johannes Wacker (Zürich, Switzerland)

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15:00 - 15:30 **Break**

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15:30 – 16:30 **Quality Workshop I**

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**Faculty**

Johannes Wacker (Zürich, Switzerland)

Daniel Arnal-Velasco (Alcorcon, Spain)

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16:30 – 17:30 **Quality workshop II**

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**Faculty**

Daniel Arnal-Velasco (Alcorcon, Spain)

Johannes Wacker (Zürich, Switzerland)

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17:30 – 17:45 **Coffee Break**

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17:45 – 18:30

### **Pro-Con Debate: Evidence-Based Patient Safety**

Do we need evidence for patient safety interventions?

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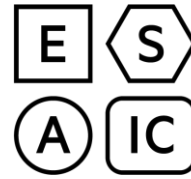
#### **Faculty**

Johannes Wacker (Zürich, Switzerland)

Daniel Arnal-Velasco (Alcorcon, Spain)

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### **Day 2 (evening) - Course Dinner**



## Day 3 – 11 October 2023

Wednesday, 11  
October  
08:30 - 09:30

**Simulation of a Critical Incident**  
Split Groups

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**Faculty**

Daniel Arnal (Alcorcón, Spain)  
Benedikt Preckel (Amsterdam, The Netherlands)  
Johannes Wacker (Zürich, Switzerland)  
Michael St.Pierre (Erlangen, Germany)  
Jamie Thomas King (Toronto, Canada)  
Christopher Neuhaus (Heidelberg, Germany)  
Mette Lind Kristensen (Copenhagen, Denmark)

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09:30 - 10:00

**Crisis task force: analysis of the event**  
Split Groups

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**Faculty**

Daniel Arnal (Alcorcón, Spain)  
Benedikt Preckel (Amsterdam, The Netherlands)  
Johannes Wacker (Zürich, Switzerland)  
Michael St.Pierre (Erlangen, Germany)  
Jamie Thomas King (Toronto, Canada)  
Christopher Neuhaus (Heidelberg, Germany)  
Mette Lind Kristensen (Copenhagen, Denmark)

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10:00 - 10:15

**Coffee Break**

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10:15 - 11:00

**Parallel Group Session III**  
W4: Disclosing an event to family (w/ actor)

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**Faculty**

Daniel Arnal-Velasco (Alcorcon, Spain)  
Jamie King (Toronto, Canada)

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10:15 - 11:00

### Parallel Group Session III

W5: Care of the second victim. General considerations

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#### Faculty

Christopher Neuhaus (Heidelberg, Germany)  
Benedikt Preckel (Amsterdam, The Netherlands)

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11:00 - 11:45

### Parallel Group Session IV

W4: Disclosing an event to family (w/ actor)

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#### Faculty

Daniel Arnal-Velasco (Alcorcon, Spain)  
Jamie King (Toronto, Canada)

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11:00 - 11:45

### Parallel Group Session IV

W5: Care of the second victim. General considerations

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#### Faculty

Christopher Neuhaus (Heidelberg, Germany)  
Benedikt Preckel (Amsterdam, The Netherlands)

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11:45 - 12:15

### Improvement Planning (groups)

Interactive Group Discussion

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#### Faculty

Daniel Arnal (Alcorcón, Spain)  
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Michael St.Pierre (Erlangen, Germany)  
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Mette Lind Kristensen (Copenhagen, Denmark)

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12:15 - 13:15

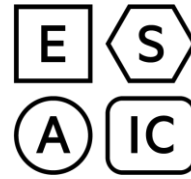
### Leadership in Patient Safety

#### Faculty

Christopher Neuhaus (Heidelberg, Germany)

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13:15 – 14:00

### Summary and Q&A

Interactive Group Discussion

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#### Faculty

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Michael St.Pierre (Erlangen, Germany)  
Jamie Thomas King (Toronto, Canada)  
Christopher Neuhaus (Heidelberg, Germany)  
Mette Lind Kristensen (Copenhagen, Denmark)

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**Lunch & Course End**