



MANAGEMENT AND  
PATIENT SAFETY

**ICEM**  
CAPE TOWN 2016



## **PATIENT SAFETY WORKSHOP**

**Provisional Programme**

**16 - 17 April 2016**

**Rm 2.42 – CTICC, Cape Town**

**[www.icem2016.com](http://www.icem2016.com)**

**DAY 1**  
**16 April 2016**

0730-0800	<b>Registration</b>
0800-0815	<b>Welcome &amp; Introduction; Aims of the course</b> Welzel
0815-0835	<b>Facing the Facts - Video</b>
0835-0900	<b>Overview of Quality in Healthcare and EM</b> Welzel
0900-1030	<b>Overcrowding, Patient Flow, and Safety</b> Heather Tuffin
1030-1100	<b>Coffee</b>
1100-1130	<b>What are the top challenges in patient safety for EM ?</b> <i>Round table discussion</i> <i>Product: List of ten items - the SA Top Ten in EM</i>
1130-1230	<b>Patient Safety in EM: Top Ten Points</b> Welzel
1230-1300	<b>Designing the EC for patient safety (I)</b> Terrence Mulligan
1300-1400	<b>Lunch</b>
1400-1430	<b>Designing the EC for patient safety (II)</b> Terrence Mulligan
1430-1530	<b>Models of Decision Making</b> Welzel
1530-1600	<b>Coffee</b>
1600-1655	<b>Slips, Errors and Lapses and EM – why things go wrong</b> Welzel
1700	<b>End for the day</b>

***Homework:***  
***Bring a patient safety case for tomorrow.***

**DAY 2**  
**17 April 2016**

0800-0815	<b>Plan for the day</b> Welzel
0815-0855	<b>Feedback: Patient safety stories</b>
0900-1000	<b>Measuring Quality – An Introduction</b>
1005-1025	<b>Changing the Culture - Video</b>
1030-1100	<b>Coffee</b>
1100-1150	<b>Culture of Silence, and the Culture of Safety</b> Mulligan
1155-1300	<b>Cognitive and Affective Error and Cognitive Forcing Strategies</b> Welzel
1300-1400	<b>Lunch</b>
1400-1430	<b>M&amp;M and Bedside teaching of Error in EM</b> Terrence Mulligan
1430-1530	<b>Shift Work and Fatigue</b> Welzel
1530-1600	<b>Coffee</b>
1600-1700	<b>Safely Discharging from the EC</b> Terrence Mulligan
<b>1745</b>	<b>Close</b>