

Creating a High Reliability Organization

Program Overview

A high reliability organization is an organization, that despite operating in a high stress, high-risk environment continually manages their environment mindfully, adopting a constant state of vigilance resulting in the fewest number of errors. High reliability, in an environment of uncertainty and risk, can strengthen a person's performance, improve the function of a team, and move an organization forward through uncertainty. This session will explore the foundational components of a HRO and leadership strategies to move your organization forward on the journey.

Program Objectives

1. Identify characteristics of safety in high-reliability organizations (HROs)
2. Describe the application of HROs in health care
3. Discuss the role of teamwork and multidisciplinary teams in transforming organizations to a culture of safety

Who Should Attend

All Healthcare Leaders

About the Speaker

Katrina Coleman, RN, MSN, develops customized training and consulting services based on the organization's identified needs. She has over 20 years experience in healthcare serving in the beginning of her career as a registered nurse in pediatrics, med/surg, and home health. For the past 15 years she has focused on making a difference in health care by developing the leadership skills of senior leaders, directors, managers, and supervisors and staff nurses. Healthcare systems she has worked with include Calvert Memorial Hospital, Carroll Hospital Center, Dimensions Healthcare System, Fort Washington Medical Center, and Meritus Medical Center.



DATE/TIME

Tuesday, May 16, 2017

8:30 AM – 12:30 PM

Registration and Continental Breakfast begin at 8:00 AM

REGISTER NOW

LOCATION

Maryland Hospital Association
Pierson Conference Center
6820 Deerpath Road
Elkridge, MD 21075

PROGRAM FEE

MHEI Member Discount \$125

Non-MHEI Member: \$225

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Yost,
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