**HRO Leader Training Series**

**HRO Train-the-Trainer: HRO Universal Skills**

October 15, 2024

**Purpose**

This is a five-part series, and learners will be able to implement the outlined skills and tools: Session 1: Universal Skills -Describe how high-reliability practices can drive safe, effective, compassionate care in the complex healthcare delivery environment. -Identify the three steps for culture change using a behavior-based model. -Explain the UCI Health Universal Skills and provide examples of how each are used to reduce human error and promote service-orientation. -Describe how consistent use of the Universal Skills improves teamwork and reduces power distance among individuals. -Start building personal work habits for each Universal Skill after practicing in small group activities. -Summarize the role of every employee in safety culture transformation. Session 2: Creating & Reinforcing High Reliability Expectations -Implement 5:1 feedback -Conduct 4C rounding as part of their operations Session 3: Positioning Safety as Core Value & Creating a Learning System -Safety & Reliability Messages -Promote a Speak Up Culture -Tiered Huddles -Daily Problem Solving -Scenario Based Learning Session 4: Fair & Just Accountability -Create a learning system protected by a just culture -Model and reinforce high reliability expectations through fair and just accountability Session 5: Cause Analysis in an HRO -Become practitioners of cause analysis -Understand the appropriateness of an Apparent Cause Analysis versus Root Cause Analysis -Understand their role in cause analysis

**Target Audience**

Specialties – Anesthesiology & Perioperative Care, Dermatology, Emergency Medicine, Family Medicine, Medicine, Neurological Surgery, Neurology, Obstetrics & Gynecology, Ophthalmology, Orthopaedic Surgery, Otolaryngology - Head & Neck Surgery, Pathology & Laboratory Medicine, Pediatrics, Physical Medicine & Rehabilitation, Plastic Surgery, Psychiatry & Human Behavior, Radiation Oncology, Radiological Sciences, Surgery, Urology, Other

Professions – Physician

**Activity Objectives**

1 Understand expectations and commitment as an HRO Trainer

2 Understand who to contact for assistance

3 Learn the HRO Universal Skills content to teach

**Accreditation Statement**

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the University of California, Irvine School of Medicine and UCI Health. The University of California, Irvine School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

**Designation Statement**

The University of California, Irvine School of Medicine designates this Live Activity for a maximum of 6.00 *AMA PRA Category 1 Credit(s)*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**California Assembly Bill 1195 and 241**

This activity is in compliance with California Assembly Bill 1195 and 241, which require CME activities with patient care components to include curriculum in the subjects of cultural and linguistic competency & implicit bias. It is the intent of AB 1195 and AB 241 to encourage physicians and surgeons, CME providers in the State of California, and the Accreditation Council for Continuing Medical Education to meet the cultural and linguistic concerns of a diverse patient population and reduce health disparities through appropriate professional development. Please see the CME website, <https://www.meded.uci.edu/CME/> for AB 1195 and AB 241 resources.



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**Faculty & Planner Disclosures**

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| **Name of individual** | **Individual's role in activity** | **Nature of Relationship(s) / Name of Ineligible Company(s)** |
| Joseph C. Carmichael, MD | Course Director | Nothing to disclose - 09/09/2024 |
| Nicholas Lopez, R.N. | Planning Commitee Member | Nothing to disclose - 06/11/2024 |
| Ronni Yoon, MHA | Planning Commitee Member | Nothing to disclose - 09/20/2024 |
| Shannon Vincent, MA | Faculty | Nothing to disclose - 09/09/2024 |

**Agenda**

**[INSERT AGENDA HERE MANUALLY]**

**Acknowledgement of Commercial Support**

No commercial support has been received for this activity.