

# QHI WEBINAR SERIES:

SHARED LEARNING IN QUALITY & PATIENT SAFETY EDUCATION

## ARCHIVED QHI WEBINARS BY TOPIC:

### PATIENT SAFETY

#### Adverse Events

[De-mystifying Quality Assurance Reviews – March 16, 2016](#)

[Despite Our Best Efforts: Disclosing Patient Harm – May 20, 2015](#)

[Moving from a Person Approach to a Systems Approach – March 25, 2015](#)

[My Story: From “KCL” to “OK” – February 17, 2016](#)

#### Enhancing Patient Safety

[Do You Understand? Communicating with Limited and Non-English Patients - PFCC Week 2016 – October 21, 2016](#)

[Let's Talk: Safer Communication - June 24, 2015](#)

[Let's Talk Safety Rounds – April 6, 2016](#)

[Patient Safety & the Electronic Health Record – March 9, 2016](#)

[Psychological Safety – September 21, 2016](#)

[Psychological Safety, Part 2 – March 15, 2017](#)

[Restraint as a Last Resort: Making a Positive Difference for Patients and Family – September 20, 2017](#)

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## Human Factors

[De-Biasing the Biased Mind during Diagnostic Decision-Making – March 8, 2017](#)

[Evaluate Your Space: A how to Guide for Tabletop Evaluations – January 20, 2016](#)

[Hardwired? – February 15, 2017](#)

[Your Attention Please: How to Manage Distractions in Complex Environments – November 18, 2015](#)

## Reporting & Learning System

[Exploring Further with RLS Data – November 9, 2016](#)

[“Falling” into Reporting and Learning – January 27, 2016](#)

[Introducing: The New RLS Lab Event Specific Form! – October 5, 2016](#)

[Moving Forward: A New and Improved Reporting & Learning System - September 23, 2015](#)

[Opening the Door to Patient Safety Improvements by Reporting – October 28, 2015](#)

[Reporting Medication Mishaps – April 27, 2016](#)

[RLS Advanced Users: Improved Reporting Tools for Learning & Improving Patient Safety - September 30, 2015](#)

## Supporting Providers Involved in a Serious Adverse Event

[What a Shame: The Emotional Impact of Mistakes on Healthcare Providers – March 2, 2016](#)



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## PATIENT & FAMILY CENTERED CARE

[Asking Good Data Questions – January 11, 2017](#)

[Building Patient & Family Centred Partnerships - PFCC Week 2016 – October 17, 2016](#)

[Charting a Course Towards Compassion – Patient & Health Care Provider Perspectives & Experiences – PFCC Week 2017 - November 6, 2017 \(recording not available\)](#)

[Cultural Safety: Improving the Experience for the Sexual & Gender Diverse Populations – October 6, 2015](#)

[Indigenous Truths: Demystifying Common Societal Misconceptions of Indigenous Peoples – June 21, 2014](#)

[It Takes a Village: Leveraging Compassion-Friendly Environments for the People We Serve and Each Other – PFCC Week 2017 - November 8, 2017](#)

[Medical Assistance in Dying: A Patient-Centred Approach – September 14, 2016](#)  
[Responding to Patient Concerns "at the Front Line" – April 20, 2016](#)

[Partnering with Patients and Families – Together We're Better – September 27, 2017](#)

[PFCC: Cultural Transformation in Protective Services – April 2017](#)

[PFCC Data: What are Patients and Families Telling us About our Practices? - October 25, 2017](#)

[Responding to Patient Concerns "at the Front Line" – April 20, 2016](#)

[Sharing Your Healthcare Story with Confidence – February 3, 2016](#)

[Sharing Your Patient Story with Confidence – October 8, 2015](#)

[She's No Visitor- She's my Wife": Enhancing Family Presence – April 19, 2017](#)

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[The Impact of Storytelling: Reflections from the Good New Initiative – October 7, 2015](#)

[The Leader's Role in Patient Experience - PFCC Week 2016 – October 19, 2016](#)

[Using Patient Feedback to Make a Difference – January 13, 2016](#)

[Why Compassion Matters: Personal Reflections of Patients, Families and Health Care Providers – PFCC Week 2017 - November 10, 2017](#)

## QUALITY IMPROVEMENT

[Essential Elements of Quality Councils – November 23, 2016](#)

[How to Become an Improvement Whiz! – December 9, 2015](#)

[Improving Health Outcomes Together – June 7, 2017](#)

[Quality Improvement at the Front Line – March 23, 2016](#)

[Quality Improvement Projects ...and Ethics? – January 25, 2017](#)

[The War on Waste – February 8, 2017](#)

## INNOVATION

[Creating a Culture of Innovation \(Author - Quality Healthcare Improvement\) - January 18, 2017](#)

[Everything You Wanted to Know About Design Thinking, But Were Afraid to Ask – December 6, 2017](#)

[Getting Everyone on the Bus: The Art of Influence – September 16, 2015](#)

[Playing to Win: Gamification in Healthcare – May 11, 2016 PFCC](#)

Updated 12-07-2017