Program Day 1: Setting the Why
Thursday, September 5, 2019
Participant Arrivals

13:00  Drinks and Snacks (until 15:30)
14:00  Hotel Check-in
15:30  Welcome
      Clare Shine, Vice President & Chief Program Officer, Salzburg Global Seminar
      Tejal Gandhi, Chief Clinical and Safety Officer, Institute for Healthcare Improvement (IHI); President, IHI Lucian Leape Institute
15:50  Introductions of Participants
      John Lotherington, Program Director, Salzburg Global Seminar
17:10  Coffee & Tea Break
17:30  Opening Remarks
      Tejal Gandhi, Chief Clinical and Safety Officer, Institute for Healthcare Improvement; President, IHI Lucian Leape Institute
      Helen Haskell, Co-Chair, World Health Organization’s Patients for Patient Safety Advisory group; President, Mothers Against Medical Error and Consumers Advancing Patient Safety
      Niek Klazinga, Strategic Lead of the Health Care Quality and Outcomes Programme, Organisation for Economic Co-operation and Development (OECD)
      Interviewed by John Lotherington
18:00  Table Discussions
18:30  Tour of the Schloss
19:30  Dinner
Session 622

Moving Measurement into Action:
Designing Global Principles for Measuring Patient Safety
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Program Day 2: Setting the Why & Considering the What
Friday, September 6, 2019

07:30 Breakfast

09:00 Session 1: Defining Safety Measurement
Group discussion

What are the definitions that will guide this work? What do we mean by guiding principles? What are the key characteristics of existing safety measurement frameworks?

10:30 Coffee & Tea Break

11:00 Session 2: Key Stakeholders
Group discussion

Who are the different audiences of safety measures and what story do we want to tell each?

11:45 Session 3: Mapping the Patient Safety Measurement Landscape
Presentation followed by Q&A

What is the current state of patient safety measurement?

13:00 Lunch

14:30 Session 4: Identifying and Overcoming Barriers
Small group discussions followed by plenary

What barriers to measuring safety do we need to consider throughout the seminar?

16:00 Coffee & Tea Break

16:30 Session 5: The Ideal State
Presentations followed by Q&A and group discussion

What should we measure that would be most informative about the state of patient safety?

18:00 Closing Synthesis
Session 622

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18:30    Conclude
19:00    Dinner
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Program Day 3: Considering the What & Determining the How
Saturday, September 7, 2019

07:30  Breakfast
09:00  Review
09:30  Introduction of Working Groups
10:00  Start of Working Groups
12:00  Lunch
13:30  Free Afternoon
       Optional walk into Salzburg
17:00  Peer Coaching
19:00  Peer Coaching Open Space
19:20  Wrap Up
19:35  Conclude
19:45  Dinner
### Session 622

**Moving Measurement into Action:**
**Designing Global Principles for Measuring Patient Safety**

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#### Program Day 4: Determining the How

**Sunday, September 8, 2019**

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<td>Conclude</td>
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Program Day 5: Determining the How
Monday, September 9, 2019

07:30  Breakfast
09:00  Presentation of Guiding Principles
09:45  Instructions for Application of Guiding Principles Exercise
10:00  Coffee & Tea Break
10:15  Application of Guiding Principles: Settings and Stakeholders
       Small group discussions followed by plenary
       How do the guiding principles perform when applied to real-life scenarios? How do they impact the needs of various stakeholders?
12:45  Lunch
14:15  Application of Guiding Principles: Big Picture
       Group discussion
       What are the next steps for testing and/or implementation of the guiding principles?
15:45  Coffee & Tea Break
16:15  Thank You and Next Steps
17:00  Conclude
19:00  Reception
19:30  Banquet Dinner followed by concert in the Great Hall
Session 622
Moving Measurement into Action:
Designing Global Principles for Measuring Patient Safety
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Program Day 6
Tuesday, September 10, 2019
Participant Departures

07:30 Breakfast
11:00 Participants check-out and depart