

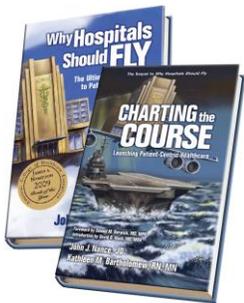


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The Mid-Course Correction:

WHERE ARE WE? HOW FAR HAVE WE COME? WHERE ARE WE GOING?

Rededicating the Organization to High Reliability

If you're familiar with military Stand-Downs, you know the concept of stopping periodically to assess what's working, what's not, and where you're headed, and you also know it's an invaluable tool.

That is precisely the spirit and intent of this presentation: Provide a takeaway-rich opportunity to rededicate the entire institution (from the front lines to the boardroom) to a clearly redefined set of goals: High Reliability, Just Culture, Outcome-generated income, and how fearless communication and the constant search for best practices are the keys to providing the best healthcare medical science can inform.

This program also articulates the latest and best methods of achieving the goals of safety, quality, and profitability. This is, in other words, tactical as well as strategic training for effective teamwork.

With equal importance and emphasis, this program method focuses on inspiring a dynamic rededication to achieve the tough goals by enlisting virtually everyone in the organization and instilling the confidence that each member is a vital change agent whose ideas, actions, and support, and opinions do matter.

Timing:

- The kickoff is a 90 minute energizing keynote presentation (which can be given more than once),
- followed by an interactive 90 minutes of intense, guided discussion involving the entire audience with roving microphones.
- The end piece is an evening presentation to a leadership-rich audience which ideally includes physician leaders, C-suite, and board members. (The program can of course be adjusted to fit your specific needs).

Dealing head-on with the prejudices and pushbacks that have made cultural change so difficult (such as trying to spark full use of Team Stepps techniques or other teamwork-related training) requires a very frank discussion, and that's what this approach provides as a nucleus around which a more intense institution-wide focus can coalesce – a mid-course correction in NASA terms.

If I've been privileged to work with you in the past, and depending on the year, you'll probably recall that my efforts have previously focused on the challenges of patient safety and dealing with human and clinical error. This presentation series is quite different in that it provides a guided chance to stand aside and assess where you are and what is working, as well as what isn't. Consider this a highly useful opportunity to discuss the big picture with clarity and renewed purpose.

The tone of the main keynote is intense, fast-paced, and laced with appropriate humor to defuse the tough spots.

The evening presentation, while more to the point, is crafted to be entertaining as well as deeply substantive, and the entire day is constructed to re-infuse a widespread feeling of optimism and purpose.

I look forward to working with you.

- John J. Nance