



FIRST GLOBAL EXPERTS' CONSULTATION ON THE DEVELOPMENT OF THE LEADERS' GUIDE ON PATIENT SAFETY AND QUALITY OF CARE IN SERVICE DELIVERY

20-21 March 2014

World Health Organization HQ, Main Building, Salle C
20 Avenue Appia, CH-1211 Geneva 27

AGENDA

Day 1 20 March

- 9:00 Welcome, WHO
- 9:05 Greetings from the Chair of the Experts' Working Group, Professor Bruce Barraclough
- 9:10 Introductions and brief outline of expertise by each expert
- 9:30 Goals and purpose of the Leaders' Guide, Professor Bruce Barraclough
- 9:35 Expected outcomes of the Consultation, Dr Agnès Leotsakos
- 9:40 Why a Leadership Competencies Framework in Patient Safety and Quality of Care? What competencies? Dr Agnès Leotsakos
- 9:50 The process of developing the Leadership Competencies Framework, Dr Nadya Monina
- 10:00 Presentation of successful case studies highlighting leadership actions in safety and quality improvement
- 10:00 Dr Chris Goeschel, USA
- 10:10 Dr Tonny Tumwesigye, Uganda
- 10:20 Dr Ken Taneda, Japan



- 10:30 Coffee break
- 11:00 Professor Bruce Barraclough, Australia
- 11:10 Dr Carolyn Hoffman, Canada
- 11:20 Dr Shiv Dutt Gupta, India
- 11:30 Dr Mondher Letaief, Tunisia
- 11:40 Dr Ian Leistikow, The Netherlands
- 11:50 Dr Pythagoras Petratos, UK
- 12:00 Dr Mike Henderson, USA
- 12:10 **Experts' discussion** and feedback on case studies heard and more case studies and best practice principles from participating experts, facilitated by Bruce Barraclough
- Discussion of overall aspects of the Framework design; 'learning objectives missing from the Framework; 'learning objectives' which can be merged conceptually.
- 13:15 Lunch
- 14:15 **Experts' discussion continued.** Feedback on the Leadership Competencies Framework facilitated by Dr Agnès Leotsakos
- Competencies in demonstrating personal attributes: knowledge and performance features demonstrating this learning domain (20 min)
 - Competencies in demonstrating leadership core functions (in patient safety and quality improvement): knowledge and performance features demonstrating this learning domain (20 min)
 - Competencies in executing (mise-en-place) leadership functions: knowledge and performance features demonstrating this learning domain (20 min)



15:15 Coffee break

15:45 **Experts' discussion** on commonalities across geographical regions and cultural nuances to demonstrate leadership competencies highlighted in the Framework, facilitated by Professor Bruce Barraclough

16:15 How can the Leadership Competencies Framework contribute to the development of the Leaders' Guide? Dr Agnès Leotsakos

16:30 Next steps by Dr Agnès Leotsakos
Experts' discussion on how to take the Framework forward

16:45 Presenting the synthesis of the day's discussions and updates to the Framework by Dr Kostas Petsanis

17:00 Approval of the Framework facilitated by Professor Bruce Barraclough

17:15 Closing remarks by Professor Bruce Barraclough

19:00 Welcome dinner

Day 2 21 March

9:00 Introduction of Day 2 agenda items by Professor Bruce Barraclough

9:05 Leaders' Guide principles: Building leaders' capacity for improving safety and quality; a flexible guide to meet individual needs; easily understood language yet targeting global audiences; a guide for all countries, all settings, cultures and contexts by Dr Agnès Leotsakos

9:15 Proposed Leaders' Guide chapters and groupings; chapter structure based on the Framework discussions, by Dr Agnès Leotsakos

9:30 **Discussion** on the specific areas (chapters) that experts can contribute to and how, facilitated by Professor Bruce Barraclough

11:00 Coffee break



- 11:30 **Experts' discussion** and feedback on the Leaders' Guide chapters and groupings facilitated by Professor Bruce Barraclough
- Chapter headings; missing chapters; chapters that can be merged;
 - Structure of each chapter
 - Use of scenarios and cases studies and how to generate them
 - Other issues related to content
- 12:30 Visit WHO 8th floor panoramic terrace for group photo
- 12:45 Lunch
- 14:00 **Experts' discussion** on potential groupings of Expert Working Group (EWG) facilitated by Professor Bruce Barraclough:
- One group or a few subgroups?
 - Working methods: consultations, TCs, VCs, e-mail; frequency of meetings;
 - Researching and writing new content (who, workload) sourcing and updating existing content (who, workload);
 - Roles of experts and methods for contributing: writing, updating, reviewing, approving, promoting, disseminating;
 - Role of WHO
- 15:00 Coffee break
- 15:30 Link chapters with participating authoring experts and/or their institutional teams
- 16:00 Next steps towards the development of the first draft: deliverables and timelines
- 17:00 Presenting the synthesis of the day's discussions by Dr Kostas Petsanis
- 17:15 Closing remarks by Professor Bruce Barraclough and Dr Agnès Leotsakos