



The CHARM Board of Directors invites you to register
for the March educational session

**Building a Culture of Safety, High Reliability,
and Continuous Learning**

Thursday, March 5, 2015

12:00 to 3:30 p.m.

COPIC Insurance

Mile High Conference Room

7351 Lowry Boulevard

Denver, CO 80231

RSVP by Tuesday March 3, 2015

For more information go to www.charmcolorado.org

*“An organization dedicated to the safety and quality of health services for the benefit of patients, visitors, employees,
and physicians by advancing and developing the professional practice of healthcare risk management.”*

Seeing Risk Management Through A Different Perspective

Agenda

- 12:00 – 12:30 p.m. Lunch, Networking, and CHARM Business
- 12:30 – 3:30 p.m. Building a Culture of Safety, High Reliability, and Continuous Learning – Michael Leonard, MD
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Building a Culture of Safety, High Reliability, and Continuous Learning – Michael Leonard, MD

Learning Objectives:

- Discuss the idea of a culture of safety and identify tools for implementing a culture change within a facility
 - Understand the importance of effective leadership in developing a culture of safety
 - Identify the key elements of a high reliability organization
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Registration Fee

- Fee paid for CHARM members
- \$20 all others (includes lunch)

Method of Payment

- Check enclosed (made payable to CHARM)
- Will pay at meeting

Please respond by email to:

Richard Osborn, Director of Insurance Claims
Centura Health
2525 South Downing Street • Denver, CO 80210
Phone: (303) 778-5760 • Fax: (303) 778-5295
Email: richardosborn@centura.org

Name: _____

Title: _____

Employer: _____

Street/Box: _____

City and State: _____

Zip Code: _____

Phone: _____

Fax: _____

Email: _____

Check for upcoming CHARM events on our website: www.charcolo.org

May 7, 2015 – Educational Session – COPIC

Annual Conference – Date to be determined in September

November 5, 2015 – Educational Session – COPIC

Seeing Risk Management Through A Different Perspective



Michael Leonard, MD

Dr. Leonard is the founder of Safe and Reliable Healthcare which is an organization committed to improving the quality, safety, and reliability of the care experience for patients, people providing care at the bedside, and healthcare organizations. He is also currently Adjunct Professor of Medicine, Duke University School of Medicine. Dr. Leonard has worked broadly across American Healthcare and several countries internationally. He works extensively to develop practical, comprehensive models that enhance patient and family centered care, effective leadership, culture of safety, collaborative teamwork, high reliability, and an environment of continuous learning and improvement. The TEM model (Team Based Engagement) co-developed with the Mayo Clinic and the SocioTechnical Model are used effectively by Safe and Reliable Healthcare to assess and intervene at a clinical unit, hospital or health system level. Dr. Leonard's company provides extremely dedicated, skilled individuals caring for patients. Providing a systematic framework and practical tools to enhance the delivery of safe, reliable care and continuous learning is tremendously valuable for patients, caregivers and healthcare organizations.

Dr. Leonard received his medical degree from the University of Missouri School of Medicine. He has done numerous internships and residencies at Beth Israel Hospital/Harvard Medical School. Dr. Leonard is widely published on the topics of patient safety and anesthesia.