saegis
A MEMBER OF THE CMPA FAMILY

Saegis Overview

Dr Tom Lloyd
Director, Saegis Safety Institute

Today

- About Saegis
- Our approach
- Saegis programs & services

Why Saegis?

- To assist in improving patient safety and containing costs by:
  - Providing physicians and healthcare professionals in need with appropriate education programs
  - Reducing harm in high risk specialties
- To advance safety where physicians work and within healthcare teams
- To respond to evolving physician needs that fall outside CMPA mandate

Our guiding principles

- Address gaps
- Multi-disciplinary approach
- A supportive and non-judgemental approach
- Cost recovery model
- Accredited offerings

Saegis Primary Audiences

6 D H J L V-tjuaKty, Jsk ecialized solutions support a broad range of healthcare professionals and institutions, as well as physicians.

Physicians

Healthcare Professionals

Hospitals

Healthcare Teams

Three Lines of Business

Saegis Safety Institute

High Risk Specialty Programs

Practice Management Solutions

Saegis Safety Institute

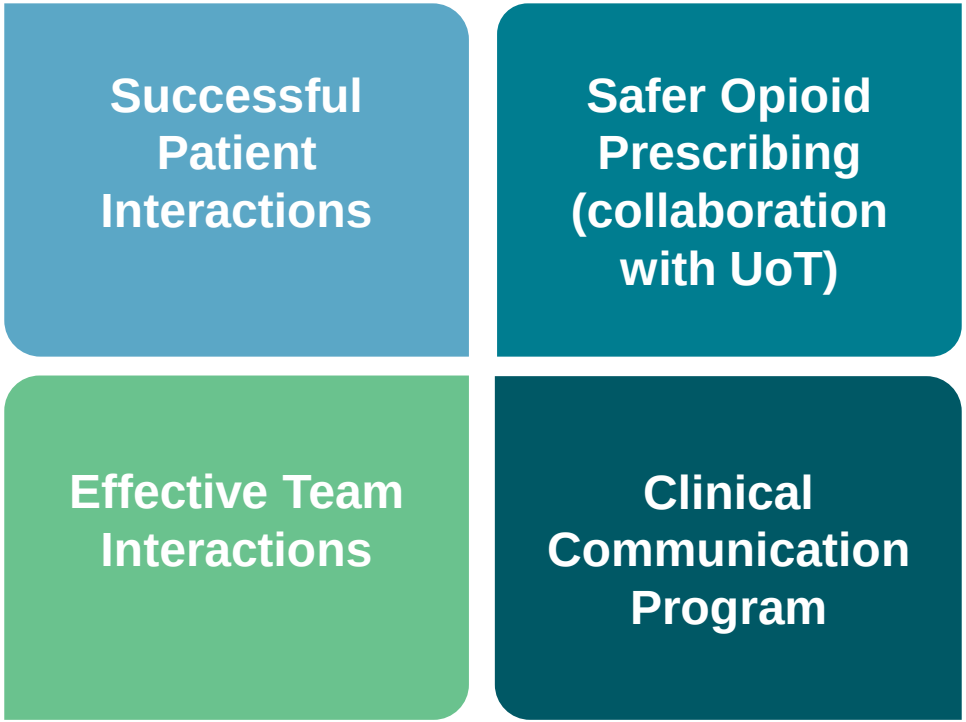
Strategic Outcome:

- Improving healthcare safety and experience

Strategic Objectives:

- Equip physicians and healthcare professionals to deliver safer healthcare.
- Drive institutional change for safer healthcare environments and systems.

Programs for Physicians and Healthcare Professionals



Communication Skills Development Approach

One-Day Workshops
Successful Patient Interactions
Effective Team Interactions

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Coaching
Individualized for Sustainable Change

Intensive Program
Clinical Communication Program

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Facilitated Feedback
MCC 360

Successful Patient Interactions

93% satisfied or very satisfied with workshop

Objectives

- Links poor communication to medicolegal risk
- Dissects 5 phases of the consultation
- Experiential teaching
- Challenges participants to reflect on their own practice and put together an action plan

Accreditation

- **Royal College** 6.0 MOC credits (Section 1)
- **CFPC** 12 Mainpro+ credits (Group Learning)

Effective Team Interactions

94% satisfied or very satisfied with workshop

Objectives

- Link reliable teams and patient safety
- Identify strategies to overcome barriers to safe and reliable teamwork
- Review structured communication tools with simulated exercises.
- Importance of speaking up and listening up
- Psychological Safety
- Team situational awareness

Accreditation

- **Royal College** 8.0 MOC credits in total (5.0 credits Section 1 and 3.0 credits Section 3)
- **CFPC** 12 Mainpro+ credits (Group Learning)

SPI & ETI 6-week post evaluation (59 respondents)

69 %

Are most times or always implementing the following skills to their practice since the workshop:

- Setting the stage
- Closed loop communication
- Assertive language
- Interrupting politely
- Psychological safety
- Common language

SPI		ETI
92 %	Thought the personal action plan was somewhat useful or very useful in implementing changes in practice.	82 %
81 %	Indicated the workshop had a moderate positive impact or significant positive **impact** on their practice overall.	76 %

Clinical Communication Program - Background

- Developed and piloted by the Cognitive Institute in Australia
- Implemented in 2005 in partnership with Medical Protection Society
- Available in the UK, Ireland, South Africa, Australia, New Zealand and a number of other countries in Asia-Pacific

Components of a CCP Session

Phase 1
Pre-work

Phase 2
Residential workshop

Phase 3
Coaching and implementation

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“The CCP course is one of the best, perhaps the best, professional development courses I have ever taken. I thought I was a good clinician and communicator, but this course showed me I had been missing important ways to improve my interactions with patients. The content is evidence-based and the skills it teaches are efficient and practical. The coaching within the course and afterwards by the facilitators was the best personal instruction I have received since my residency. After incorporating these approaches into my daily practice, , ¶Yfbund my clinical work more effective and more rewarding. I wish I had taken this course thirty years ago. If you get a chance, take it. , Wh¶d work, but \R Xb¶eOQ glad you did.”

Programs for Hospitals and Healthcare Institutions

Communicating Unexpected Outcomes

Strategies For Managing Unprofessional Behaviour

Just Culture

Communicating Unexpected outcomes

- In partnership with Alberta Health Services
- 4 hour Clinician Masterclass
- 3 hour Leadership Masterclass
- Train the trainer model

Strategies for Managing Unprofessional Behaviour

- 10 hour program
- 5 modules
- 3 hour of scenario work