

## Frequently Asked Questions

### Course Details

---

#### When and where is the next Canadian Patient Safety Officer (CPSO) Course?

The CPSO Course will be offered in one location in 2018.

Dates	City	Location
June 3 <sup>rd</sup> - June 6 <sup>th</sup> , 2019	Ottawa, ON	The Westin Ottawa 11 Colonel By Drive, K1N 9H4

#### Why is the course being delivered by HealthCareCAN and CPSI?

HealthCareCAN and CPSI partnered to develop and deliver the CPSO program in order to leverage the strengths of both organizations to provide an outstanding education program. HealthCareCAN's strengths in national healthcare advocacy, policy and education, and CPSI's expertise in building and advancing safe healthcare systems will ensure success. The CPSO Course has been delivered through this partnership since 2011 and has been highly successful. The course is consistently over-subscribed and participant feedback is very positive.

#### Who should take the course?

The CPSO Course is intended for healthcare professionals and leaders who have the formal responsibility of disseminating patient safety principles and programs throughout the organization including patient safety officers, clinical managers, nurses, physicians, educators and allied health professionals.

### **Are continuing education credits available for taking this course?**

The course has been certified by the Canadian College of Health Leaders for Maintenance of Certification credits and by the Royal College of Physicians and Surgeons for Continuing Medical Education credits.

### **What about course materials? Do I need to bring anything with me?**

The 4-day program will be delivered using lectures, interactive workshops, case studies, team building activities, networking and communication, and physician engagement strategies. All course materials will be provided on the online portal, which you will be granted access to closer to the course date. You are welcome to either print these and bring them along or view them on your laptop.

### **Are there any prerequisites for the course?**

There are no particular academic prerequisites for the course. However, participants must have an understanding of the fundamentals of patient safety and have formal responsibility for disseminating patient safety principles and programs throughout their organization. Participants will be provided with some pre-reading and will be expected to have reviewed this material prior to the course. In preparation for the course, we ask that learners identify an opportunity within your organizations which would allow for one small test of change. The purpose of identifying your improvement opportunity is to consolidate your knowledge by leading a patient safety improvement project.

### **What skills will I develop as a result of taking this course?**

Drawing on the expertise of patient safety experts from across Canada, participants will acquire the skills to:

- build on basic notions of patient safety and safety culture;
- define measurement tools and indicators;
- create, implement and maintain a rigorous and focused patient safety program within their organizations;
- develop detailed, customized patient safety strategies and implementation plans; and
- incorporate patient safety concepts into their inter-professional curriculum.

### **Specifically, participants will learn how to:**

- Use our tools and techniques to develop a patient safety program
- Recognize system-induced patient safety incidents
- Recognize human factors related to patient safety, such as non-technical skills or fatigue
- Understand high-risk clinical processes
- Develop strategies to influence and enhance patient safety culture
- Foster communication, teamwork, and organizational culture as it relates to patient safety
- Examine other special and emerging topics in patient safety
- Develop a patient safety improvement project proposal – allowing the learner to consolidate their knowledge by leading a patient safety improvement initiative

Other special and emerging topics in patient safety will also be examined.

## Registration

---

### What is the registration fee and deadline?

Registration fees and registration deadlines for each course is as follows:

<b>Super-Early Bird Registration Deadline:</b>	December 31 <sup>st</sup> , 2018
<b>Super-Early Tuition:</b>	\$3,575.00
<b>Early Bird Registration Deadline:</b>	March 8 <sup>th</sup> , 2019
<b>Early Bird Tuition:</b>	\$3,775.00
<b>Registration Deadline:</b>	April 30 <sup>th</sup> , 2019
<b>Tuition:</b>	\$3,995.00

Please note that the registration fee **includes breakfast and lunch** each day, along with a social reception, and **does not include** travel and accommodations. There are no taxes on the registration fee.

### How do I register?

To register:

1. Complete the online registration process by visiting the HealthCareCAN website. [Click here](#) to access the Canadian Patient Safety Officer Course Webpage.
2. Submit payment of the registration fee. Acceptable methods of payment include cheque, money order or credit card (VISA and MasterCard only). Cheques must be payable to HealthCareCAN. Credit card payments must be made online and **will not** be accepted over the phone or email. Individuals who issue a cheque or credit card payment that is **not** honored by their financial institution will be charged a service fee. Post-dated cheques and partial payments are not accepted.

*Please note that registration is considered complete when the funds are cleared by the bank or credit card company.*

### What is the cancellation and refund policy?

HealthCareCAN will apply a 50% processing fee for any cancellations received in writing up to ten (10) business days prior to the course. No refunds will be provided for cancellations received less than ten (10) business days before the course.

Registrations are transferable, and substitutions may be considered up until 48 hours before the event and subject to availability of another session, registrations can be deferred to another date.

HealthCareCAN reserves the right to cancel or reschedule the course subject to registrations. In the case of course cancellation registrants will be notified by email and be

offered the choice of a full refund or to transfer their registration.

## Accommodations

---

### Where can I stay during the course?

For the Ottawa CPSO Course, a block of rooms has been reserved at The Westin Ottawa. After you have registered for the CPSO Course, you will be provided with a special web link through which you can make your reservation .

There are also several other hotels in the area, a list of which can be provided to you upon request.