

## **ICU Leadership Brussels, January 17-19, 2018**

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**Wednesday, January 17, 2018 (10h30-17h00)**

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**Welcome, introduction and review of course materials**

**Co-production and exceptional outcomes: the patient at the center of our preoccupation**

JL Vincent, P Barach & J Creteur

**Approaches to measuring healthcare quality and performance: how to apply the evidence. Advantages and limits of protocols and checklists**

Introduction: P Barach

**Principles of good organization**

Introduction: A Girbes

*Break*

**How to improve ICU safety and reliability**

Introduction: J Creteur

**How to report, analyze and investigate medical errors and patient harm**

Introduction: B Guidet

**Discussion**

*Lunch*

**How to start research: mono-center vs multicenter studies – industry- vs academia-driven**

Introduction: JL Vincent

**How to avoid and manage political, financial, personal conflicts: the theory and the practice**

Introduction: J Wendon

*Break*

**How to avoid and manage conflicts – practical cases (20 min each)**

*A/ the hospital administrator*

“you do not need more material/more personnel, you just need better doctors”

Discussant: J Creteur

***B/ the consultant***

“I know best – these are my orders”

Discussant: **TBC**

***C/ the younger medical colleague in your staff***

“I disagree with your projects – we work too hard in your ICU”

Discussant: **TBC**

***D/ the nurse***

“I know what I’m doing, but your medical care is lousy”

Discussant: A Girbes

***E/ the relative***

“my loved one is getting worse and worse, and it’s because of you”

Discussant: B Guidet

**General discussion of the first day**

**End of the day**

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**Thursday, January 18, 2018 (8:30-17:00)**

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**How to present patients effectively: the problem list – computer-assisted bedside discussions and unintended consequences of ICT**

Introduction : J Creteur

**How to make effective multidisciplinary rounds that matter**

Introduction: JL Vincent

**How to delegate tasks to improve effectiveness... and well-being**

Introduction: **TBC**

**How to keep the team happy and motivated – strategies for team-building and assessing team performance**

Introduction: A Girbes

***Break***

**Leadership in the wild: how to be recognized and appreciated by the consultants and management**

Introduction: P Barach

**How to assess quality**

Introduction: B Guidet

**A human factors approach towards patient safety, equipment and physical design**

Introduction: P Barach

**Discussion**

***Lunch***

**Recognize the importance of collaboration, effective communication and patient handovers**

Introduction: P Barach

**How to make everyone happy – practical cases (20 min each)**

***A/ The patient***

Discussant: J Wendon

***B/ the hospital management***

Discussant: J Creteur

***C/ the doctor***

Discussant: TBC

***D/ the nurse and other staff***

Discussant: B Guidet

***E/ the relative***

Discussant: A Girbes

**General discussion of the second day**

**End of the day**

**Friday, January 19, 2018 (8:30-12:00)**

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**How to organize seminars and journal clubs: how to involve and engage younger and older staff members, non-doctors and doctors**

Introduction: JL Vincent

**Patient and family partnerships in driving ICU safety & quality including the role of patient reported outcome measures**

Introduction: B Guidet

**Physician burnout and resilience training**

The faculty

**Discussion**

**Adjournment**