

EVALUATION SUMMARY

Title: It's More than Just Culture: What Every Leader Can Learn About High Performance Organizations from Captain Sully and the Miracle on the Hudson

Date/Time: March 22, 2011 8:30-4pm

Total Attended: 43
RN Attended: 16
Evals received: 33

- Categories are rated by participants on a scale of 1 to 4, with 1 being the lowest possible score and 4 being the highest possible score.
- Summary score in each category is given as average (total point value divided by number of ratings).

	Total (all)
I have met Objective #1:	3.97
I have met Objective #2:	3.91
I have met Objective #3	3.94
I have met Objective #4	3.94
I have met Objective #5	3.82

Speaker: Steve Harden	
Knowledge of content	4
Presentation & communication techniques	4
Effectiveness of teaching strategies	3.96

Physical facilities were appropriate.	YES = 29	NO = 0
Objectives were relevant to overall purpose.	YES = 29	NO = 0
Presentation objective, independent, and free from bias	YES = 29	NO = 0

Biggest take-aways:

- implement more debriefing with team /encourage staff to speak up more offer solutions to issues
- New phases and steps for teams
- Huddles at end of procedures and or end of days in special procedures/ physician agreement
- Feedback from Team/Debrief within one hour of each event/teach to speak up
- Be committed to making a concern statement/communicate red flags
- Great content/my first class with Steve. I can use in all aspects of my job
- Anxious to use the Just Culture algorithms to apply to specific clinical employee situations here at TMCP
- Enriching huddles and more briefings
- We need to schedule training like this for staff nurses and MD's
- Help in building teams
- Consistent, solid, successful way to communicate to staff physicians, peers - will strive to implement in cath lab
- Need to execute what we learned today

- Thank you
- no suggestions first rate - very applicable to healthcare and our facility
- Enjoyed the delivery and group work with case studies
- Great Day!
- I liked this presentation better than last year's presentation by Steve. I felt the topics were more applicable.
- Work to be better at ensuring my staff have written guidelines to follow, tools they need, training to understand initiatives/new systems and processes/continue to encourage vocalizing concerns/continue to develop relationships with team members.
- Implement debriefing in the spirit that it was presented
- Create a team/briefing and debriefing
- More effective at leading team. Performing better huddles and debrief
- I will use what was taught and the tools I was given to affect my and my employees actions to develop a habit of a culture that is just.
- Update rounding - keywords to include "speak-up"