

Northwest Safety and Quality Partnership

Oregon Association
of Hospitals and Health Systems

Washington State
Hospital Association

Northwest Safety and Quality Partnership

Quality Leader Learning Collaborative

June 29, 8:00am – 10:00am

Zoom Registration link:

<https://wsha-org.zoom.us/meeting/register/tJcod--vqj0jEtCSgIL2PdSX0o28qTbIVR1>

Meeting ID: 935 0674 6984

Objectives:

- Identify key leadership attributes that enable agility and resilience for themselves, their teams and their organization.
- Assess and rate personal and team behaviors for effectiveness.
- Discover strategies to overcome ineffective behaviors that can hinder success.
- Develop a short-term action plan to prevent burnout and increase resilience and drive change, best practices and discipline throughout the organization.
- Hear opportunities to engage in NWSQP ongoing work on resilience.

8:00 a.m. Welcome, housekeeping and program updates

8:10 a.m. Health Care Leader Resilience

Amer Kaissi, PhD

The recent COVID pandemic has magnified the stressors that healthcare leaders typically deal with. While a certain level of stress is to be expected in a fast-paced and 24/7 industry like healthcare, chronic stress can lead to burnout and a multitude of negative personal, team and organizational outcomes. This talk focuses on the key behaviors that leaders can practice when leading themselves, their teams and their organizations through the current pandemic and beyond. Drawing on the latest research and compelling case studies based on his executive coaching experience, Dr. Kaissi will propose a practical model of agility and resilience that he uses with his clients. This evidence-based model consists of the 4Rs of Resilience: Recharge, Recover, Refuel and Rest. It focuses on the importance of mindfulness; short reflections; strategic breaks; realistic boundaries between work and personal lives; and healthy sleep habits. The leaders will leave the talk with practical and concrete take-home behaviors that will enable them to manage the extreme demands on their time while building their own agility & resilience, as well as the resilience of their teams and organizations.

9:10 a.m. NWSQP Health Care Leader Resilience Sub-Committee Update and Discussion

**Cat Mazzawy
All, Small Groups**

Cat Mazzawy will provide an update on the goal and timeline of the Resilience Sub-Committee of the NWSQP Safety and Quality Committee. Attendees will have an opportunity to inform the work of the subcommittee as well as be presented with additional opportunities to engage in this work following the session.

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**9:40 a.m. Health Care Leader Burnout and Resilience
Research**

**Blake Rose, Chief Administrative Officer
Summit Pacific Medical Center**

Blake Rose, Chief Administrative Officer at Summit Pacific Medical Center, will provide an update on his doctoral dissertation research on the topic of health care leader burnout and resilience. Attendees will be presented with an opportunity to participate in interviews as part of his study.

9:55 a.m. Program Updates, Closing and Adjourn