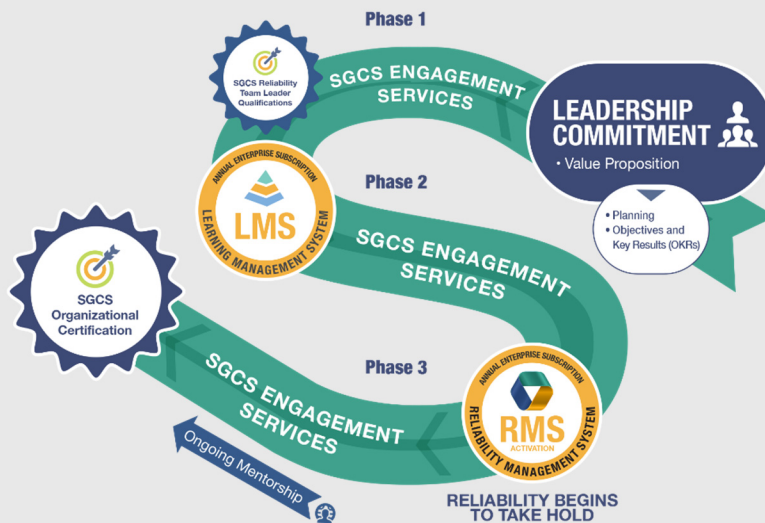


# High Reliability / Collaborative Just Culture Two-Day Introductory Course

\$200 Per Person  
June 29-30



SG Collaborative Solutions, LLC™

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# ***High Reliability / Collaborative Just Culture™***

## ***Two-Day Introductory Course***

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### **Host Organization**

Evergreen Fire and Rescue

Jillian Cardona  
Course Coordinator  
303-679-4429  
jcardona@evergreenfirerescue.com

### **Description**

This course is an introduction to the basic concepts of high reliability Collaborative Just Culture™ and a proactive approach to the management of risk. Through a mixture of interactive, didactic sessions, group discussions, and analyses of case scenarios over two full days, participants will learn about the Sequence of Reliability™ and how it can be applied to manage risk proactively.

### **Instructor**

Dale Oda, MD – Partner, SG Collaborative Solutions

### **Prerequisites**

- Participants are encouraged to complete *Principles of Reliability* prior to Day 1

### **Learning Objectives**

- List the Sequence of Reliability™
- Define the terms Risk Intelligence and Risk Tolerance.
- Describe the two systems of thinking and how we commonly make decisions
- Identify competing priorities that employees might face at work
- Describe system design strategies, the principles of effectiveness and resiliency, and why system performance must be assessed before human performance
- List and describe some biases commonly seen during analysis of an adverse event
- Differentiate between Performance and Behavior and how these must be managed differently
- Recognize some examples of when an organization might believe a rule violation is justified
- Discuss the concept of residual risk
- Demonstrate why determination of “human error” is only the beginning of an analysis. Explain the importance of looking for contributors to risk
- Describe the different behavior categories and how they are managed
- Demonstrate the use of the SGCS Reliability Response Guide™ to analyze risk

### **Course Outline and Materials\***

- Day One: Introducing Collaborative High Reliability / Collaborative Just Culture™
- Day Two: Applications and practice using the Reliability Response Guide™

\* All course materials will be made available online in advance. Course participants and/or the host organization are responsible for printing required course materials.

## About SG Collaborative Solutions

Founded in 2013 by Scott Griffith and Paul LeSage, SG Collaborative Solutions (SGCS) has grown to become world leaders in socio-technical improvement. An aviation pioneer, in the 1990s Griffith conceived and developed the landmark Aviation Safety Action Partnership (ASAP) program, resulting in a 78% reduction in fatal US airline accident rate from 1995 to 2005, a globally-recognized safety record that continues to present day. LeSage's pioneering work in crew resource management in the fire and emergency medical services led him to extensive applications of SGCS principles in large health care systems. Their combined work led to innovations in other high consequence industries, including rail, energy, law enforcement, healthcare delivery and emergency medical services.

Joined by technology executive and entrepreneur Michael Coffin, emergency physician Dale Oda, MD, and risk management executive Lisa Ramthun, SG Collaborative Solutions combines the disciplines of engineering system design, behavioral and organizational psychology, and the legal and ethical principles guiding individual accountability. SGCS brings its collaborative approach to Legacy Health, providing guided platform engagement to high reliability sustainment.

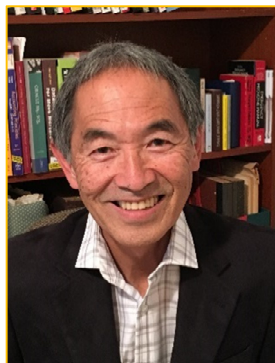
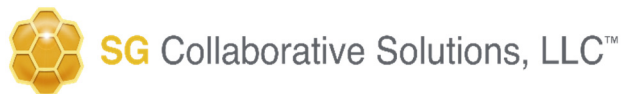
SG Collaborative Solutions key results include:

- ASAP contributed to a 78% airline industry fatal accident reduction from 1995 to 2005 and remains a cornerstone component of Safety Management Systems throughout aviation
- Over 90% reductions in mislabeled specimens at seven hospitals in South Carolina and New York
- 84% reductions in vehicles-in-reverse accidents at a major gas and electric utility company
- 67% reductions in catheter associated urinary tract infections in ICUs at Covenant Health
- Long term engagements (2014 to present) with Harvard Medical School and Partners HealthCare System, where SGCS is guiding their leadership and acute care hospitals through an enterprise journey to reliability
- California-wide implementation of healthcare high reliability initiative and Learning Management System ([www.hcro.com](http://www.hcro.com)) in partnership with Hospital Quality Institute (2016 to present)
- Industry-leading provider of emergency medical services training and implementation for American Medical Response, Acadian Ambulance and regional first response agencies throughout North America

SG Collaborative Solutions offers unique, proven methods and capabilities to aviation, EMS, and healthcare delivery systems, applying proven socio-technical science to achieve immediate and sustainable results. SGCS brings its highly adaptable approach to organizations world-wide, where we combine the disciplines of engineering system design, behavioral and organizational psychology, and the legal and ethical principles guiding individual accountability.

# Dale Oda, M.D.

Honolulu, HI



Dale Oda joins SG Collaborative Solutions™ as Principal Collaborator from Hawaii where he was born and raised. His educational background includes receiving a Bachelor of Science degree with honors from Purdue University in 1975 in electrical engineering. After returning to Hawaii, he worked briefly in the engineering field before becoming interested in the healthcare industry.

With emergency medical services emerging as a new field in Hawaii, Dale became a Paramedic and started working for the City & County of Honolulu. His EMS experience included working as a Paramedic on med-evac helicopters and inter-island air ambulances. Desiring to continue his medical education, Dale entered medical school at the University of Hawaii John A. Burns School of Medicine. After graduating with a M.D. degree in 1985, Dale interned at Los Angeles County-USC Medical Center, and completed his residency training in emergency medicine at Morristown Memorial Hospital in New Jersey.

Over the next 25 years, Dale gained a wealth of experience by holding a variety of positions at The Emergency Group, Inc., a multi-physician partnership that staffed the emergency department at Queen's Medical Center in Honolulu, which is the lead trauma center and busiest Emergency Department in Hawaii. He held positions as Vice-President of the Emergency Group, Chief of the Emergency Department, served as chairman of the ED physician peer review committee, and reviewed morbidity/mortality cases throughout the hospital. Dale began to oversee the business and administration of the Emergency Group as their Managing Director in 2007, and under his direction the Emergency Group expanded from 7 physicians to more than 30 physicians and staff.

In addition to Dale's notable professional achievements, clinical and didactic teaching roles have also been a major part of his career. Dale's students have included residents, medical students, paramedics, nurses, and other ancillary medical staff. He served formally as the Director of the Emergency Medicine clerkship at the University of Hawaii John A. Burns School of Medicine from 2001-2007, and since then, he has continued to be involved with EMT and paramedic training in Honolulu.

Dale brings his wealth of experience in EMS, hospital based emergency services, business development, and engineering to SGCS, and he has proven to be a thoughtful and engaging collaborator with unique perspectives on safety, reliability, and risk.