Leadership for Learning Organizations: Lessons from healthcare, sports, and more to help you obtain better results

Paul F. Levy
pflevy@alum.mit.edu
http://www.runningahospital.blogspot.com
http://www.twitter.com/paulflevy
http://www.facebook.com/pflevy

MIT System Design and Management Program:
Systems Thinking Webinar Series
February 25, 2013
The protagonists
I just hadn’t reached a conclusion!
“You haven’t taught until they have learned”

Swen Nater, via John Wooden
“I am a great defender”
Learning from mistakes

The message you hope never to send
An email sent out on Thursday morning. My commentary follows.

Dear HIMSS Community,

This week at HIMSS, a patient was harmed when something happened that never should happen: a procedure was performed on the wrong body part. With the support of all our Chairs of service, we are sharing this information with the whole organization because there are lessons here for all of us.

While respecting the confidentiality of both the patient and caregivers, here are the key facts: It was an elective procedure, involving an excellent team of providers. It was a basic day, as many are. Just beforehand, the physician was distracted by thoughts of how best to approach the case, and the team was busily addressing last-minute details. In the midst of all this, two things happened: First, no one noticed that the wrong side was being prepared for the procedure. Second, the procedure began without performing a “time out,” that last-minute check when the whole team confirms “right patient, right procedure, right side.” The procedure went ahead. The error was not detected until after the procedure was completed. When it was, our patient safety division was notified immediately, and they in turn took all appropriate steps including investigation, reporting, and corrective action. The physician discussed the error with the patient at the first opportunity and made a full apology. The
Leadership taking ownership of errors
The payoff
Let superstars shine, and create them!
Realizing a strategic advantage
We’ll design the warm-up, coach.
Why are these people smiling?
Amid Downturn, Communities Sacrifice to Avoid Layoffs

Though the jobless rate continues to rise, workers across the country are making sacrifices to avoid more layoffs and "share the pain" of the economic slump. NewsHour business correspondent Paul Solman reports.

JUDY WOODRUFF: On a day that brought news to hundreds of thousands of new job losses, economics correspondent Paul Solman looks at the sacrifices some people are making to avoid more layoffs. His report is part of our series on making sense of the financial crisis.

PAUL SOLMAN, NewsHour economics correspondent: At the
When you make the mistake
It’s all here:
Leadership for Learning Organizations: Lessons from healthcare, sports, and more to help you obtain better results

Paul F. Levy
pflevy@alum.mit.edu
http://www.runningahospital.blogspot.com
http://www.twitter.com/paulflevy
http://www.facebook.com/pflevy

MIT System Design and Management Program:
Systems Thinking Webinar Series
February 25, 2013