

**Appendix 1: Learning Collaborative program overview**

<b>Learning Session</b>	<b>Timing</b>	<b>Program</b>	<b>Action Period following Learning Session</b>
Learning Session 1	October 2018	<ul style="list-style-type: none"> <li>▪ Review of Collaborative goals and objectives</li> <li>▪ Presentation on safety</li> <li>▪ Overview of MMSF Framework and past implementation experiences</li> <li>▪ Exploration of each MMSF dimension</li> <li>▪ Modelling conversations about Framework to help with sharing the Framework with others</li> <li>▪ Friend/carers story explored through the lens of the MMSF</li> <li>▪ Mapping local safety measures and approaches across the dimensions of the MMSF</li> <li>▪ Team self-reflection – exploring the Safety Measurement and Monitoring Maturity Matrix<sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>▪ Share the MMSF with people at own site</li> <li>▪ Introduce the Maturity Matrix</li> <li>▪ Have a conversation about safety with patients/carers/family members – using 2 key questions: 1. <i>What makes you feel safe in a healthcare environment?</i> 2. <i>What makes you feel unsafe?</i></li> <li>▪ As a team, discuss what insights you have gained through exploring different perspectives in your unit/team/department from the Maturity Matrix exercise and from your conversations with patients/carers/family.</li> </ul>
Learning Session 2	March 2019	<ul style="list-style-type: none"> <li>▪ Team presentations about learning from action period</li> <li>▪ Team pairing to learn from each other regarding strengths, gaps, changes in approach to safety since Learning session 1, key learnings.</li> <li>▪ Expert led discussion on common issues across teams and linking back to MMSF</li> <li>▪ Deeper engagement with Framework dimensions and key messages from MMSF</li> <li>▪ Going deeper into past harm dimension – Postcards of harm exercise: exploring 8 types of harm (physical, psychological, over-treatment, under-treatment, dehumanisation, delayed or inadequate diagnosis, harm in transitions of care, and hospital-associated functional decline)</li> <li>▪ Observation exercise of safety issues in outdoor settings</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identify activities and indicators to shift from the ‘rear view mirror’ of past harm to proactively creating safety in own team’s clinical area</li> <li>▪ Start to action ideas to make progress on all 5 dimensions of the Framework</li> <li>▪ Record journey and learning</li> <li>▪ Share insights and learning with Executive team/Board</li> </ul>
Learning Session 3	October 2019	<ul style="list-style-type: none"> <li>▪ Team rapid reports</li> <li>▪ Learning marketplace: each team shares example of implementing Framework</li> <li>▪ Time in teams to discuss learning from marketplace, followed by expert led discussion</li> <li>▪ Open Space: Participants suggest topics for conversation and others choose which ‘space’ to join</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continue to action ideas to make progress on all 5 dimensions of the Framework</li> <li>▪ Record journey and learning</li> <li>▪ Share insights and learning with Executive team/Board</li> </ul>

		<ul style="list-style-type: none"><li>▪ Sustainability, spread and scale up presentation, discussions and exercises</li></ul>	
Closing Congress	March 2020	<ul style="list-style-type: none"><li>▪ Team final reports and feedback from panel of safety experts</li><li>▪ Table discussions of learnings from team presentations</li><li>▪ Plenary sessions: 1. Engaging leaders and governors; 2. How to embed MMSF regionally and provincially; 3. Cutting edge safety</li></ul>	

<sup>1</sup>Carthey J, Downham N, 2017. Safety Measurement and Monitoring Maturity Matrix. Available from: <https://janecarthey.com/seismic-shifts-or-gradual-maturity-safety-measurement-and-monitoring-in-healthcare/>. Adapted for use in Canada by Baker R and Flintoft V.