# Appendix 1: Learning Collaborative program overview

<table>
<thead>
<tr>
<th>Learning Session</th>
<th>Timing</th>
<th>Program</th>
<th>Action Period following Learning Session</th>
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| **Session 1**    | October 2018      | ▪ Review of Collaborative goals and objectives  
▪ Presentation on safety  
▪ Overview of MMSF Framework and past implementation experiences  
▪ Exploration of each MMSF dimension  
▪ Modelling conversations about Framework to help with sharing the Framework with others  
▪ Friend/carers story explored through the lens of the MMSF  
▪ Mapping local safety measures and approaches across the dimensions of the MMSF  
▪ Team self-reflection – exploring the Safety Measurement and Monitoring Maturity Matrix  
▪ Share the MMSF with people at own site  
▪ Introduce the Maturity Matrix  
▪ Have a conversation about safety with patients/carers/family members – using 2 key questions: 1. *What makes you feel safe in a healthcare environment?* 2. *What makes you feel unsafe?*  
▪ 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. |
| **Session 2**    | March 2019        | ▪ Team presentations about learning from action period  
▪ Team pairing to learn from each other regarding strengths, gaps, changes in approach to safety since Learning session 1, key learnings.  
▪ Expert led discussion on common issues across teams and linking back to MMSF  
▪ Deeper engagement with Framework dimensions and key messages from MMSF  
▪ 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)  
▪ Observation exercise of safety issues in outdoor settings  
▪ Identify activities and indicators to shift from the ‘rear view mirror’ of past harm to proactively creating safety in own team’s clinical area  
▪ Start to action ideas to make progress on all 5 dimensions of the Framework  
▪ Record journey and learning  
▪ Share insights and learning with Executive team/Board |
| **Session 3**    | October 2019      | ▪ Team rapid reports  
▪ Learning marketplace: each team shares example of implementing Framework  
▪ Time in teams to discuss learning from marketplace, followed by expert led discussion  
▪ Open Space: Participants suggest topics for conversation and others choose which “space” to join  
▪ Continue to action ideas to make progress on all 5 dimensions of the Framework  
▪ Record journey and learning  
▪ Share insights and learning with Executive team/Board |
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<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Activities</th>
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<tbody>
<tr>
<td>Closing Congress</td>
<td>March 2020</td>
<td>- Sustainability, spread and scale up presentation, discussions and exercises</td>
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<td>- Team final reports and feedback from panel of safety experts</td>
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<td>- Table discussions of learnings from team presentations</td>
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<td>- Plenary sessions: 1. Engaging leaders and governors; 2. How to embed MMSF regionally and provincially; 3. Cutting edge safety</td>
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