

Appendix 1: Learning Collaborative program overview

Learning Session	Timing	Program	Action Period following Learning Session
Learning Session 1	October 2018	<ul style="list-style-type: none"> ▪ 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 Matrix¹ 	<ul style="list-style-type: none"> ▪ 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. <i>What makes you feel safe in a healthcare environment?</i> 2. <i>What makes you feel unsafe?</i> ▪ 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.
Learning Session 2	March 2019	<ul style="list-style-type: none"> ▪ 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 	<ul style="list-style-type: none"> ▪ 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
Learning Session 3	October 2019	<ul style="list-style-type: none"> ▪ 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 	<ul style="list-style-type: none"> ▪ 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

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

¹Carthey 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.