High reliability healthcare organizations build systems to prevent human error from reaching the bedside and causing harm to patients. When serious safety events do occur, the clinicians involved can also be significantly impacted; they are referred to as the second victims. During this session, we will discuss how healthcare organizations address human error in a Just Culture, and a second victim will share his story of when the system failed.

At the conclusion of the seminar, the participant will able to:
1. Distinguish the 3 types of behavior exhibited by clinicians within a healthcare organization
2. Explain how a healthcare organization responds to each of these behaviors in a Just Culture
3. Express the impact and risks associated with being a second victim

Participants should complete the online course “Target Zero Harm: High Reliability Essentials” in MyPath. This activity qualifies for CME and CNE credit and is required for physicians to receive their MCIC malpractice premium reduction this year.

To register for this seminar https://redcap.urmc.rochester.edu/redcap/surveys/?s=ECJTXM3MXJ

Faculty, PAs, NPs, Residents, Fellows, Students and Staff are welcome to attend. Light lunch will be served.