**Facing the challenges in maintaining a culture of safety**

**Symposium in honor of professor dr. Jo Shapiro**

**October 17th 2019**

Chairman: Professor dr. Jan Jaap Erwich, Chair of the Commissie Calamiteiten Patiëntenzorg

**10.00 – 10.30 Registration**

**10.30 – 10.35 Opening**

Professor dr. Ate van der Zee, president of the Board of Directors UMCG

**10.35 – 10.55 Development of peer support in the UMCG**

Professor dr. Hanneke Kluin-Nelemans

**10.55 – 11.15 Peer support is key to regain trust after a patient safety incident**

Dr. Martijn P. Heringa, Utrecht

**11.15 – 11.35 Safety culture in Dutch Healthcare, challenges met and challenges yet**

Prof. dr. Ian Leistikow, Inspectie Gezondheidszorg en Jeugd

**11.35 – 11.55 Patient support after a medical incident;**

**an innovative program for the aftermath of medical failure**

Ineke Sybesma, Chief officer of Fonds Slachtofferhulp

**11.55 – 12.00 Wrap up**

Professor dr. Jan Jaap Erwich

**12.00 – 13.15 Lunch break**

**13.15 – 13.45 Backgrounds of human failures in health care**

Professor dr. Cordula Wagner, Executive director Nivel, Professor of patient safety at Amsterdam UMC, location VUmc

**13.45 – 14.30 Making the Most of Clinical, Operational and Cultural Defects;**

**facing the challenges in maintaining a culture of safety**

Allan Frankel MD, Founder and Principal, Safe and Reliable Care

**14.30 – 15.15 Coffee break**

**15.15 – 16.00 Reflections**

Professor dr. Jo Shapiro, Boston USA

**16.00 – 16.15 Wrap up**

Professor dr. Jan Jaap Erwich

**16.15 – 16.30 Closure**

Professor dr. Ate van der Zee

**16.30 Refreshments**