



# LEADING IN A HIGH RELIABILITY ORGANIZATION

[Register here](#)

## A 5-PART SENIOR LEADER SERIES

Pricing: No fee to attend; only open to CHA PSO hospital members.

**Session 1 (Wednesday, February 12, 2025)**  
In Person from 12:00 p.m.-2:00 p.m.

### Where Are We Now? The State of Safety in the U.S.

The Leading in a High Reliability Organization series will kick off with an on-site presentation by Tejal Gandhi, MD, and will include four follow-up webinars. This presentation is being held on **Wednesday, February 12, 2025** at CHA, 110 Barnes Road, Wallingford, CT 06492.

Dr. Gandhi will assess the patient safety movement after 25 years of dedicated efforts to eliminate preventable harm on an industry-wide journey to zero. The presentation will highlight data that demonstrates progress to date and the gaps yet to be filled, highlighting specific strategies to accelerate progress in the critical domains of the National Action Plan;

Leadership and Governance, Patient and Family Engagement, Workforce Safety, and Learning Systems that will sustain steady progress – all part of our statewide HRO Forward initiative.

Dr. Gandhi will discuss innovative and effective approaches and models under way that include Safety II concepts, measuring emotional harm, Fair and Just Culture as a critical component of psychological safety, health equity considerations including data segmentation, ensuring workforce engagement, and organization-wide learning resulting from cause analysis activities, and reliable measurement systems to enhance continued progress on the safety journey.

### TEJAL GANDHI, MD

As Chief Safety and Transformation Officer at Press Ganey, Tejal Gandhi, MD, MPH, CPPS, is responsible for improving patient and workforce safety, and developing innovative healthcare transformation strategies. She leads the Zero Harm movement and helps healthcare organizations recognize inequity as a type of harm for both patients and the workforce. Dr. Gandhi also leads the Press Ganey Equity Partnership, a collaborative initiative dedicated to addressing healthcare disparities and the impact of racial inequities on patients and caregivers.

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**Session 2 (Tuesday, February 25)**  
Virtual at 10:00 a.m.

### Psychological Safety and Just Culture as a Foundation to High Reliability Healthcare

Presented by Press Ganey's Steve Kreiser and Greg Prentiss

**Session 3 (Thursday, March 20)**  
Virtual at 10:00 a.m.

### Learning from Success – the Science of Safety II

Presented by Press Ganey's Alan Bennett and Steve Kreiser

**Session 4 (Thursday, April 10)**  
Virtual at 10:00 a.m.

### Patient and Family Engagement – Including the Consumer in your Safety & Quality Strategy

Presented by Press Ganey's Sue Teman and Steve Kreiser

**Session 5 (Tuesday, May 13)**  
Virtual at 10:00 a.m.

### HRO Capstone – The Profound Obligation of Leaders to Lead for Reliability

Presented by Press Ganey's Steve Kreiser

For additional information, contact  
CHA Education Services at 203-294-7263  
or [EducationServices@chime.org](mailto:EducationServices@chime.org).

