Register here

HRO FUNDAMENTALS TRAINING

FALL 2026 - SPRING 2027

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

Through the statewide *HRO Forward* initiative, Connecticut hospitals are strengthening patient and workforce safety by advancing a culture where safety is a shared responsibility and everyone feels empowered to speak up, identify risks, and prevent harm.

HRO stands for **high reliability organization** — an approach focused on delivering safe, high-quality care consistently, especially in complex environments. The educational offerings below are designed to advance teams in their HRO journey by reinforcing key principles, building practical skills, and strengthening safety culture. This work builds on CHA's longstanding commitment to high reliability, including foundational programs such as CHAMP behaviors and the Safety Coach program.

UPCOMING TRAINING AND EDUCATION

November 2026	December 2026	January 2027	February 2027	March 2027	April 2027
Apparent Cause Analysis Tuesday, November 10, 2026 9-11:45 a.m. *Virtual Training* **Safety Coach Training** Tuesday, November 10, 2026 12:30-2:30 p.m. *Virtual Training*	**Cause Analysis** (two-day workshop) Monday, December 14 and Tuesday, December 15, 2026 9 a.m.-4 p.m. *Onsite at CHA* **Safety Starts With Me – Train-the-Trainer** Wednesday, December 16, 2026 9 a.m.-1 p.m. *Onsite at CHA*	**Apparent Cause Analysis** Tuesday, January 12, 2027 9-11:45 a.m. *Virtual Training*	**Safety Starts With Me – Train-the-Trainer** Tuesday, February 9, 2027 9 a.m.-1 p.m. *Virtual Training* **Safety Coach Training** Wednesday, February 17, 2027 1-3 p.m. *Virtual Training*	**Cause Analysis** (two-day workshop) Wednesday, March 10 and Thursday, March 11, 2027 9 a.m.-4 p.m. *Virtual Training*	**Apparent Cause Analysis** Thursday, April 15, 2027 9-11:45 a.m. *Onsite at CHA* **Safety Coach Training** Thursday, April 15, 2027 12-2 p.m. *Virtual Training*

For additional information, contact CHA Education Services at 203-294-7263 or EducationServices@chime.org.

HRO FORWARD

CHA CONNECTICUT HOSPITAL ASSOCIATION

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Apparent Cause Analysis

Press Ganey will train leaders in the execution of structured investigations of the precursor and near-miss events to link individual errors to system causes.

Apparent Cause Analysis (ACA) is a limited investigation of lesser harm events. If conducted using a structured process using proximate cause statements that link individual errors to system causes, this type of analysis can be used for intermediate corrective actions. ACA is also a valuable database contributor to periodic Common Cause Analyses that should be used to identify systemic common causes as well as special cause variations.

Target audience: Nurses, physicians, quality professionals, risk managers, frontline leaders, and others who respond to patient and employee safety events.

"Safety Starts with Me" Train-the-Trainer

Safety Starts with Me Train-the-Trainer is a model for spreading training from an internal content expert to other staff in an organization.

The training is scripted. It requires an enthusiastic participant who is willing to make time to train others within the organization. Many hospitals in Connecticut have trained educators, frontline managers, and senior leaders, including the CEO, to be part of the training contingent. Train-the-trainer sessions are for hospitals and ambulatory practices.

This virtual train-the-trainer session will review the CHA CHAMP patient safety and error prevention training material.

Participants in the "Safety Starts with Me" Train-the-Trainer have the opportunity — and are encouraged — to participate in a virtual Trainer Certification session that will take place following trainings.

Target audience: Nurses, doctors, quality professionals, risk managers, and others who work in healthcare and plan to train their peers on high reliability principles.

Cause Analysis Workshop

The two-day Cause Analysis Workshop features interactive lectures, case study applications, and group discussion to reinforce the framework, tools, and techniques to enhance the identification of root causes, corrective actions, and lessons learned. The Workshop will also provide an in-depth understanding of how human performance is influenced and managed in complex systems.

Target audience: All hospital staff who are tasked with leading, managing, or participating in the hospital's Cause Analysis or Root Cause Analysis process.

Safety Coach Training

Safety Coaches are peer mentors, designed to recognize and acknowledge good high reliability behavior and to remind people about opportunities to improve behavior that deviates from high reliability concepts.

Target audience: Nurses, doctors, quality professionals, risk managers, and others who work in healthcare and plan to serve as peer leaders in high reliability.

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