

**SALZBURG CHOP SEMINAR  
MEDICAL QUALITY AND SAFETY  
Sunday, May 12 – Saturday, May 18, 2024  
Schloss Arenberg, Salzburg, Austria**

Course Director: Ron Keren, MD, MPH

**SPEAKERS AND TOPICS:**

**Meghan M. Galligan, MD, MSHP**

Attending Physician  
Division of General Pediatrics  
Children's Hospital of Philadelphia  
Philadelphia, PA  
USA

- Systems Thinking and Patient Safety
- Workshop: Safety Investigations and Root Cause Analysis
- Workshop: Psychological Safety
- End-of-Day Wrap-Up: Ask the Faculty
- Mock Kaizen
- Mock Kaizen Report Out
- Questions and Answers

**Jessica Hart, MD**

Assistant Professor of Clinical Pediatrics  
Perelman School of Medicine at the University of Pennsylvania  
Division of General Pediatrics, Buerger  
Children's Hospital of Philadelphia  
Philadelphia, PA  
USA

- Workshop: Safety Investigations and Root Cause Analysis
- Project Selection and Setting Aims
- Understanding the Current State
- Choosing the Right Team and Stakeholder Analysis
- Workshop: Using Improvement Tools
- Sustain and Spread
- End-of-Day Wrap-Up: Ask the Faculty
- Mock Kaizen
- Mock Kaizen Report Out
- Questions and Answers

**Daniel Hyman, MD, MMM**

Vice President  
Chief Safety and Quality Officer  
Children's Hospital of Philadelphia  
Philadelphia, PA  
USA

- The Case for Quality Improvement and Patient Safety
- Cognitive Bias
- Workshop: Using Improvement Tools
- PDSA Cycles
- Lean Methodology
- Change Management
- End-of-Day Wrap-Up: Ask the Faculty
- Mock Kaizen
- Mock Kaizen Report Out
- Questions and Answers

**Ron Keren, MD, MPH**

Professor of Pediatrics and Epidemiology  
Perelman School of Medicine at the University of Pennsylvania  
Chief Medical Officer and Senior Vice President  
Attending Physician in the Division of General Pediatrics  
Children's Hospital of Philadelphia  
Philadelphia, PA  
USA

- Overview of Improvement Methodology
- Workshop: Using Improvement Tools
- Measurement 1
- Measurement 2
- Change Management
- Behavioral Economics
- End-of-Day Wrap-Up: Ask the Faculty
- Mock Kaizen
- Mock Kaizen Report Out
- Questions and Answers