

**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 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, MHQS**

*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