



A community of quality and patient safety improvers

Tuesday, 23 January from 13.00 - 14.00

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Civility Saves Lives

What will I learn?

- Hear about the evidence of why behaviour matters.
- Gain an insight into how we can influence performance through behaviour.
- Learn about what we can do if someone behaves in ways that undermines a culture of safety, excellence or learning.
- Have the opportunity to engage with the panel members.



Professor Eva Doherty
Director of Human Factors in
Patient Safety, RCSI

Eva is a practising clinical
psychologist, Associate

Professor and Director of the Human Factors in Patient Safety (HFPS) training, research and assessment programme at the National Surgical Training Centre, Department of Surgical Affairs, RCSI University of Medicine and Health Sciences. The HFPS training is a mandatory component of the postgraduate professional training for surgical, emergency medicine, radiology and ophthalmology trainees.



Dr. Chris Turner
Consultant in
Emergency Medicine

Chris is a consultant in
emergency medicine at

University Hospital of Coventry and Warwickshire. He is interested in highly performing teams and wise decision making. This has led him on a journey from being blame and process focused to something different which looks at the impact of behaviour on team performance.

Co-hosts



Dr. John Fitzsimons, Clinical Director with the National Quality and Patient Safety Directorate and Consultant Paediatrician at Children's Health Ireland at Temple Street.



Juanita Guidera, Programme Manager - Staff Engagement for Quality with the National Quality and Patient Safety Directorate.

National Quality and Patient Safety Directorate

The National QPS Directorate provides a regular lunch time, one hour webinar series, focusing on quality safety and improvement. Running approximately every two weeks (in term time), it is open to all those interested in improving quality. Join individually or together as a group to assist in building your own local QPS networks.

[@NationalQPS](#) [@QPSTalkTime](#) Kris.kavanagh@hse.ie



An Stúirtheoireacht um Ardchaighdeán
agus Sábháilteacht Othar
Ollig an Párlaimintíocháil Cliniciúil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer