

INTERNATIONAL FORUM IN THE FRAMEWORK OF COST ACTION (CA19113) FOR THE STUDY OF SECOND VICTIMS LED BY ERNST (EUROPEAN RESEARCH NETWORK ON SECOND VICTIMS)

In the framework of the COST Action (CA19113) for the study of the phenomenon of second victims led by ERNST (European Research Network on Second Victims), we present the following International Forum to be held on March 16,17,18, 2021.

Caring for Caregivers: Lessons Learned from the COVID-19 Pandemic

The International Forum is structured in plenary sessions, panel discussions, and workshops that, depending on adherence, may be repeated.

- All activities will be held virtually (online).
- Registration is free of charge.
- A certificate of participation in the Forum will be issued.

Target audience: health professionals, managers and directors of health institutions from Latin American countries.

Dates: March 16, 17 and 18, 2021.

Type of activities: plenary sessions, workshops, and panel discussions.
The workshops will be repeated according to the adhesion of the participants.

Language: Spanish and Portuguese according to the activities.
There will be no simultaneous translation.

PROGRAM OF THE INTERNATIONAL FORUM and WORKSHOPS

TUESDAY, MARCH 16th, 2021 (GMT-3)

15:00 São Paulo, Buenos Aires, Santiago de Chile (GMT-3)

13:00 Bogotá, Lima, Quito (GMT-5)

18:00 Lisboa (GMT+0)

19:00 Madrid, Brussels (GMT+1)

21:00 Istanbul (GMT+3)

Start	End	Activity
		<p>Forum presentation led by</p> <p>Yolanda Agra (Ministry of Health, Madrid, Spain)</p> <p>Susanna Tella (Scientific Communication Manager of the Cost Action ERSNT dedicated to the study of the second victim phenomenon; LAB University of Applied Sciences, Helsinki, Finland)</p>
15:00	15:15	<p>Paulo Sousa (National School of Public Health, New University of Lisbon, Lisbon, Portugal)</p> <p>José Joaquín Mira (President of Cost Action ERSNT, FISABIO Research Institute, Alicante; Miguel Hernández University, Elche, Spain).</p> <p>Welcome of Susan Scott Office of Professional Practice – Columbia. (EEUU) Brief statement of Kris Vanhaecht Leuven Institute for Healthcare Policy, KU Leuven - University of Leuven</p>
15:15	15:45	<p>Opening session - The role of professionals in patient safety in the COVID-19 era. Lecturer: Jesús M. Aranaz Andrés (Ramón y Cajal Hospital, Madrid, Spain). <i>Led by Paulo Sousa</i></p>
16:00	16:45	<p>Brief Statement Bojana Knežević University Hospital Centre Zagreb. (Croacia)</p> <p>Panel of experiences/Discussion I- In parallel</p> <p>Health systems support in the era of COVID -19: a</p>

collaborative approach to performance improvement in critical care units in Argentina's public health sector.

Facundo Jorro Barón (Hospital General de Niños Pedro de Elizalde, Buenos Aires, Argentina)

Needs of professionals during the pandemic of COVID-19. **Elena Bohomol**

(Federal University of São Paulo, São Paulo, Brazil)

Caring for health professionals during the SARS-CoV-2 pandemic. **Piedad Serpa** (University of Santander, Bucaramanga, Colombia).

Led by José Mira

In parallel

Workshop 3 -How to become a «magnetic hospital».

16:00 17:00

Coordinator: Adelaida Zabalegui (Hospital Clínic de Barcelona)

Brief Statement Phillipe Michel
Université Lyon (France)

17:00 17:30

Conference- Experience in intervention programs before the second victim phenomenon.(In Portuguese)

Speaker: Haggeas da Silveira Fernandes (Hospital Albert Einstein, Sao Paulo, Brazil) *Led by Maria João Lobão*

WEDNESDAY, 17th MARCH 2021 (GMT-3)

10:00 São Paulo, Buenos Aires, Santiago de Chile (GMT-3)

08:00 Bogotá, Lima, Quito (GMT-5)

13:00 Lisboa (GMT+0)

14:00 Madrid, Brussels (GMT+1)

16:00 Istanbul (GMT+3)

Start	End	Activity
10:00	12:00	Simultaneous Workshops <i>Led by Mercedes Guilabert</i>
11:00	13:00	Simultaneous Workshops <i>Led by Virtudes Pérez</i>
		Brief statement of Reinhard Strametz RheinMain University of Applied Sciences (Germany)
13:00	13:45	Conference- Legislative changes in the legal framework that support professionals in relation to patients' rights. Speaker: M. Pilar Astier Peña (Member of the Board of Directors, Spanish Society of Quality in Health, "La Jota" Health Center, Zaragoza, Spain). <i>Led by Susana Lorenzo.</i>
Panel of experiences/Discussion II-		
		Implementation of resources to support second victims. Mery González Delgado (Patient safety knowledge network, Colombia)
14:00	15:00	Second Victims and Human Factors Science: An Expanded Vision. Juan Limo (Universidad Cayetano Heredia in Lima, Lima, Perú)
		Management strategies implemented to minimize suffering. Patricia Campos (Universidade de São Paulo, São Paulo, Brazil). <i>Led by Jimmy Martin.</i>
15:00	16:00	Brief Statement de David Schwappach Swiss Patient Safety Foundation (Switzerland)
		Conference -The second victims of SARS-CoV-2. Speaker: José Joaquín Mira <i>Led by Pastora Pérez.</i>

THURSDAY, MARCH 18th, 2021 (GMT-3)

10:00 São Paulo, Buenos Aires, Santiago de Chile (GMT-3)

08:00 Bogotá, Lima, Quito (GMT-5)

13:00 Lisboa (GMT+0)

14:00 Madrid, Brussels (GMT+1)

16:00 Istanbul (GMT+3)

Start	End	Activity
10:00	12:00	Simultaneous Workshops <i>Led by Mercedes Guilabert</i>
11:00	13:00	Simultaneous Workshops <i>Led by Virtudes Pérez</i>
		Brief Statement Peter Dieckman Stavanger University (Norway)
		Employee safety in Highly Reliable Organisations: lessons to be learned.
13:00	13:45	Speaker: Rodrigo Poblete (Pontificia Universidad Católica de Chile, Santiago de Chile, Chile). <i>Led by Jesús Aranaz.</i>
14:00	15:00	Simultaneous Workshops <i>Led by Mercedes Guilabert</i>
15:15	15:45	Conference - Patient Safety: The path is made by walking (in Portuguese) Speaker: Paulo Sousa. <i>Led by Irene Carrillo.</i>
16:00	16:15	Conference- COST ERNST. Role of COST in fostering the establishment of scientific excellence Speaker: Deniz Karaca (COST Association, Science Officer of the ERNST, CA19113) <i>Led by Marius Ungureanu</i>
16:15	16:45	Closing Conference - WHO Health Worker Safety Charter and Global Patient Safety Action Plan 2021-2030 Speaker: Nikhil Gupta (WHO). <i>Led by Marius Ungureanu</i>
17:00		Closing ceremony. Acknowledgements by the organisers Marius Ungureanu, Paulo Sousa and José Joaquín Mira.

WORKSHOPS (MAXIMUM CAPACITY - 25 places)

Workshop 1	<p>Second victim-evolution of the concept, practices and metrics</p> <p>Coordinator: Paulo Sousa and Sofia Guerra Paiva (National School of Public Health, New University of Lisbon, Lisbon, Portugal). Wednesday, March 17th. 10:00-11:00 Thursday, March 18th. 14:00-15:00 <i>Introduced by Mercedes Guilabert</i></p>
Workshop 2	<p>Clinical leadership in the organisational response of hospitals to COVID-19.</p> <p>Coordinator: Susana Lorenzo (Hospital Universitario Fundación Alcorcón, Madrid, Spain)</p> <p>Wednesday, March 17th. 10:00-11:00 Thursday, March 18th. 14:00-15:00 <i>Introduced by Mercedes Guilabert</i></p>
Workshop 3	<p>How to become a «magnetic hospital».</p> <p>Coordinator: Adelaida Zabalegui (Hospital Clínic de Barcelona)</p> <p>Tuesday, March 16th. 16:00-17:00 <i>Introduced by Mercedes Guilabert</i></p>
Workshop 4	<p>Ideas for implementing a support programme for second victims.</p> <p>Coordinator: José Joaquín Mira (FISABIO Research Institute, Alicante; Miguel Hernández University, Elche, Spain) Wednesday, March 17th. 11:00-13:00 Thursday, March 18th. 10:00-12:00 <i>Introduced by M^a Virtudes Pérez-Jover</i></p>
Workshop 5	<p>Briefing technique in crisis situations.</p> <p>Coordinator: Ángel Cobos (Hospital Universitario Clínico San Cecilio, Granada, Spain) Wednesday, March 17th. 11:00-12:00</p>

Thursday, March 18th. 14:00-15:00

Introduced by M^a Virtudes Pérez-Jover

Multiprofessionalism a necessity to increase patient safety also in the COVID-19 Era.

Workshop 6

Coordinator: **Piedad Serpa** (University of Santander, Bucaramanga, Colombia)

Wednesday, March 17th. 10:00-12:00

Thursday, March 18th. 10:00-12:00

Introduced by M^a Virtudes Pérez-Jover

Culture of blame and "no fault" systems.

Workshop 7

Responsibility: **Pilar Astier** (Member of the Board of Directors, Spanish Society for Quality in Health, "La Jota" Health Centre, Zaragoza, Spain).

Wednesday, March 17th. 11:00-13:00

Introduced by M^a Virtudes Pérez-Jover

Well-being programmes in the hospital environment.

Workshop 8

Coordinator: **Haggeas da Silveira Fernandes and Dulce Brito** (Albert Einstein Hospital, São Paulo, Brazil).

Wednesday, March 17th. 11:00-13:00

Thursday, March 18th. 11:00-13:00

Introduced by José Gómez Juan

Open communication with the patient who has suffered a serious adverse event.

Workshop 9

Coordinator: **Irene Carrillo** (Research Institute FISABIO, Alicante; Miguel Hernández University, Elche, Spain).

Wednesday, March 17th. 11:00-13:00

Thursday, March 18th. 11:00-13:00

Introduced by Mercedes Guilabert

Workshop 10

Patient safety curriculum in health faculties and schools in Latin America.

Responsibility: **Mery González** (Red de conocimiento

en seguridad del paciente. Colombia)

Wednesday, March 17th. 10:00-12:00

Thursday, March 18th. 10:00-12:00

Introduced by José Gómez Juan

What health professionals expect and need to face the phenomenon of the second victim.

Workshop 11

Coordinator: **Andrea Sakurada** (University of Chile Clinical Hospital, Santiago, Chile)

Wednesday, March 17. 10:00-12:00

Thursday, March 18th. 11:00-13:00

Introduced by José Gómez Juan

Registration modalities

General registration: Registration to sessions (plenary sessions and experience panels)

General registration + workshop registration: Registration for sessions (plenary sessions and experience panels) and workshops of your interest. As the workshops have limited capacity (25 places), you will be informed in early March about the workshop, its date and time allocated to you, taking into account your preferences and the order of your registration.

The coordinators of the International Forum,

Paulo Sousa and José Joaquín Mira

Cost Action CA19113