



Maryland Patient Safety Center presents:
Patient Safety Tools Training
e-Learning

Performance Improvement

Change Management

Strategic Organizational Change occurs daily across every industry, including Healthcare. Change Management helps hospitals and practices achieve their organizational goals with minimal pushback or resistance to adopting changes to processes, policies, technology, or even the people that provide the care.

Healthcare Executives are beginning to realize that there needs to be a structured change management plan that focuses on effectively guiding personnel through changes to achieve the desired outcomes.

This course will provide a high level overview of 1 of the 4 components to a Strategic Organizational Change.

The course will help you answer the question What is Change Management? It will cover:

- The Change Journey
- Types of Change
- Managing Stakeholders
- Adoption
- Types of Resistance to Change

Program Fee

Non-members: \$69

Maryland Patient Safety Center members: \$49

Process Maps

Process Maps are a simple, but powerful and effective tool that is widely leveraged today in Lean Six Sigma to provide insight into a process. The Process Maps course, is designed to provide insights into process mapping and to equip the learner with the basics of Process Maps

The course will address 5 main points of Process Maps:

- What is a Process Map?
- When to use a Process Map?
- Types of Process Maps
- Process Maps Best Practices
- Benefits of Process Maps

Program Fee

Non-members: \$69

Maryland Patient Safety Center members: \$49

To register:

<https://marylandpatientsafety.org/elearning/>

**Questions regarding this program
or the MPSC:**

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