

# TED TALKS

FOR CLINICAL AUDIT, QI AND PATIENT SAFETY PROFESSIONALS



The Clinical Audit Support Centre advise that these 6 TED TALKS are highly relevant to those working in healthcare improvement

**DR. BRIAN GOLDMAN**  
**DOCTORS MAKE MISTAKES, CAN WE TALK ABOUT THAT?**

Brian Goldman is an emergency room physician in Toronto. In this 20 minute lecture he focuses on the culture of denial and shame that often prevents medics talking about their mistakes and learning from them. Inspirational!

**TOM WUJEC**  
**GOT A WICKED PROBLEM?**

Process mapping is a well used technique within healthcare that helps us review and improve services. In this short film Wujec explains his key insights from observing how learners process map making toast! Unexpectedly invaluable!

**ADAM GRANT**  
**THE SURPRISING HABITS OF ORIGINAL THINKERS**

In this 15 minute talk organizational psychologist Adam Grant studies "originals". These are thinkers who dream up new ideas and put them into action, Grant focuses on unexpected 3 habits of "originals". Insightful!

**DR. CAROL GUNN**  
**MEDICAL ERRORS: THE SILENT KILLER IN MEDICINE**

A powerful short film focusing on medical errors, reportedly the third biggest killer of patients in healthcare. As a doctor, family member and safety professional Dr Gunn is able to offer a unique perspective. Challenging!

**DR. KEN CATHCPOLE**  
**WHY MEDICAL ERROR?**

Dr. Catchpole is a research psychologist and human factors practitioner. He started his research into healthcare in 2003 examining the mechanisms of teamwork and safety in surgery. Important!

**DR. ERNEST MADU**  
**WORLD-CLASS HEALTHCARE**

Dr. Madu runs the Heart Institute of the Caribbean in Jamaica. This short lectures explains how via careful design and smart technical choices it is possible to offer world-class care in a developing nation. Enlightening!