

March 23, 2026

Understand

- What else am I missing?
 - Who else am I missing?
- (Contractors, IT, Patients, regulators?, Executives?)
- Research
Technology

Map

- My own experience at US hospitals as a patient or family
- Book Adapt
- Most errors are human made
 - How can I mitigate for this?

Plan

- Awareness of the guidelines
 - Push: training
 - Push: Reminders
- Access to information
 - Just-in-time
 - Just-in-Place
- Resources
 - Availability & Access.
- Prioritizing available resources
 - Decision making
- Start with high impact
 - User
 - Moment
 - Pain Point
- Research using AI