



First Nations Health Authority  
Health through wellness

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## Course Outline

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### HAÍŁCÍSTA Training

#### Course Description

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This 70-minute course provides clinical employees with the information necessary to correctly submit incident reports into the HAÍŁCÍSTA report management system. This course consists of a PowerPoint (35 minutes), HAÍŁCÍSTA sound clip, video demonstration (20 minutes), and a quiz (15 minutes).

#### Prerequisites

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There are no prerequisites for this course.

#### Training/Learning Outcomes

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After completion of this course, participants will be able to:

- Describe the importance of a patient safety culture and how HAÍŁCÍSTA supports this
- Demonstrate an understanding of how to categorize incidents
- Describe the process after a report is submitted
- Submit incident reports as part of your practice

#### Target Audience

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This learning is applicable to anyone who is involved with clinical care.

#### Training Delivery

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Training is available online.

#### Session Content

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- Reasons to report incidents
- Meaning of HAÍŁCÍSTA
- Systems approach to safety culture video
- Definition of patient safety culture
- Categorization of incidents
- Backup process to HAÍŁCÍSTA online reporting
- Process after report is submitted
- Benefits of HAÍŁCÍSTA
- Video demonstration of how to submit in HAÍŁCÍSTA
- Quiz

#### Facilitator/Trainer Info

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This course is provided by Suzanna Ho, Manager of Quality and Client Experience. Once you register via FNHA Learning Space, an email with instructions will be sent to you from Talent Management.