

FROM BLAME TO BETTER SYSTEMS: LEADERSHIP LESSONS FROM THE **RED BEAD GAME**



BACKGROUND & OBJECTIVES:

Healthcare leaders often face pressure to improve outcomes, meet targets, and reduce errors. But what if poor performance is not about people—rather about the system they work in? This highly interactive session uses the Red Bead Game to demonstrate how system design and variation influence performance, quality, and patient safety. Participants will experience why blaming individuals does not lead to improvement and how leaders can create safer, more reliable healthcare systems by focusing on better processes.

LEARNING OBJECTIVES:

- By the end of the session, participants will be able to:
- Understand how variation and system design impact healthcare outcomes
- Recognise why blame culture fails and harms safety and morale
- Apply leadership behaviours that support learning and continuous improvement

WHO SHOULD ATTEND:

- Hospital leaders and administrators
- Clinical heads, medical superintendents, and unit leaders
- Nursing leaders and supervisors
- Quality, patient safety, and operations professionals
- Healthcare managers involved in performance improvement

PRESENTER:

Dr. Supriya Sarkar
Vice President – Vivekananda Hospital
BHMS, MHA, SQIL (Harvard Medical School)
Fellow of IHI, Fellow of ISQua, IHF Young Executive Leader 2024, Sr. Editorial Fellow, Global Journal of Healthcare Quality and Safety

DURATION: 60 MINUTES



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