

Culture of Safety

No Quick Fix

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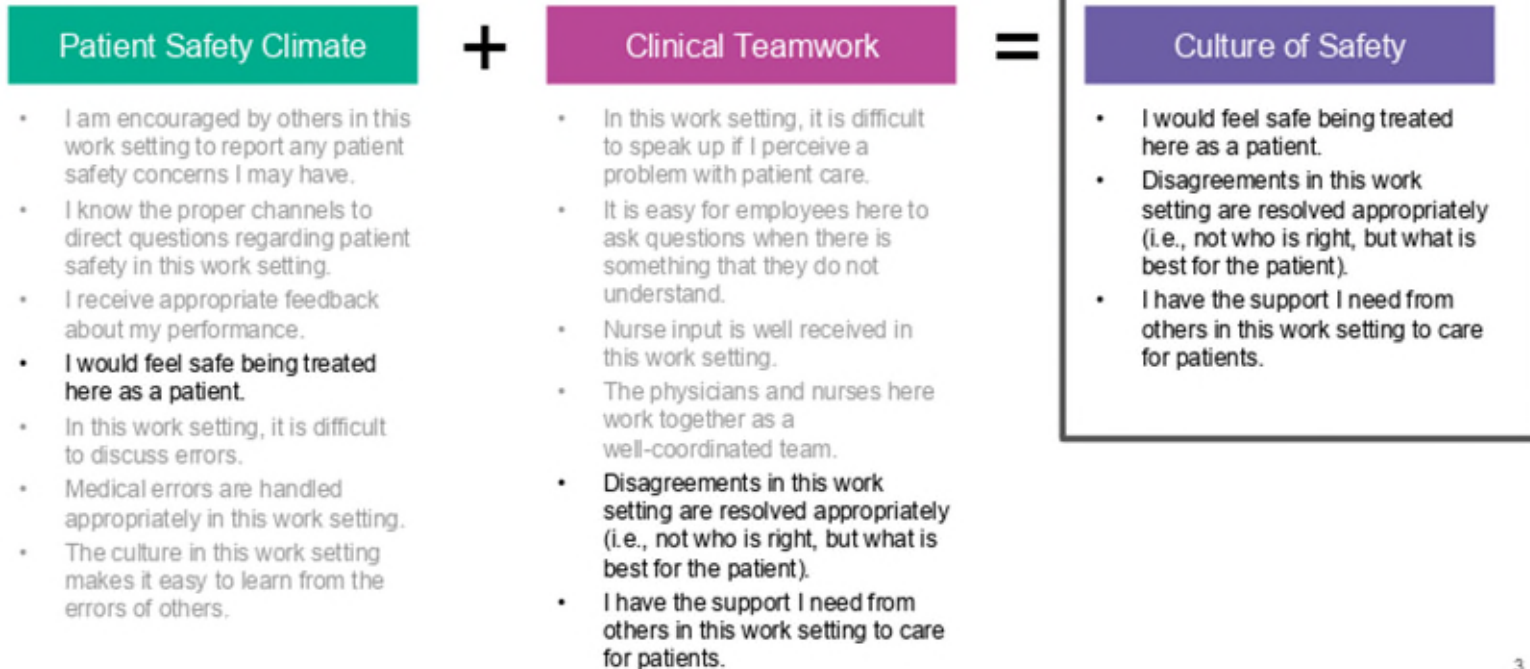
Culture of Safety - What does it mean?

AHRQ - patient safety culture is the extent to which the beliefs, values, and norms of an organization support and promote patient safety. These beliefs extend to all levels of an organization (e.g., system, department, unit) and influence the actions and behaviors of staff throughout the organization. (Famolaro et al.)

Joint Commission - the safety culture of an organization "is the product of individual and group beliefs, values, attitudes, perceptions, competencies, and patterns of behavior that determine the organization's commitment to quality and patient safety." (Joint Commission "Patient Safety Systems")

How is it determined?

Questions



How do we get there?

- Communication
- Collaboration
- Consistency
- Check in

Communication

- Expectations
- Show support
- Speak up
- Follow up

Collaboration

- Huddle
- Coaches/Liaisons
- Safety events
- Gap analysis

Consistency

- Keep it up
- Be fair

Check in

- Daily
- Repeat survey

Thank you.