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

Patient Safety Climate

- I am encouraged by others in this work setting to report any patient safety concerns I may have.
- I know the proper channels to direct questions regarding patient safety in this work setting.
- I receive appropriate feedback about my performance.
- I would feel safe being treated here as a patient.
- In this work setting, it is difficult to discuss errors.
- Medical errors are handled appropriately in this work setting.
- The culture in this work setting makes it easy to learn from the errors of others.

Clinical Teamwork

- In this work setting, it is difficult to speak up if I perceive a problem with patient care.
- It is easy for employees here to ask questions when there is something that they do not understand.
- Nurse input is well received in this work setting.
- The physicians and nurses here work together as a well-coordinated team.
- Disagreements in this work setting are resolved appropriately (i.e., not who is right, but what is best for the patient).
- I have the support I need from others in this work setting to care for patients.

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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 upBe fair

Checkin • Daily Repeat survey

Thank you.

