

Culture Change and Safety: Lessons from the Sharp End

Quality Healthcare Network

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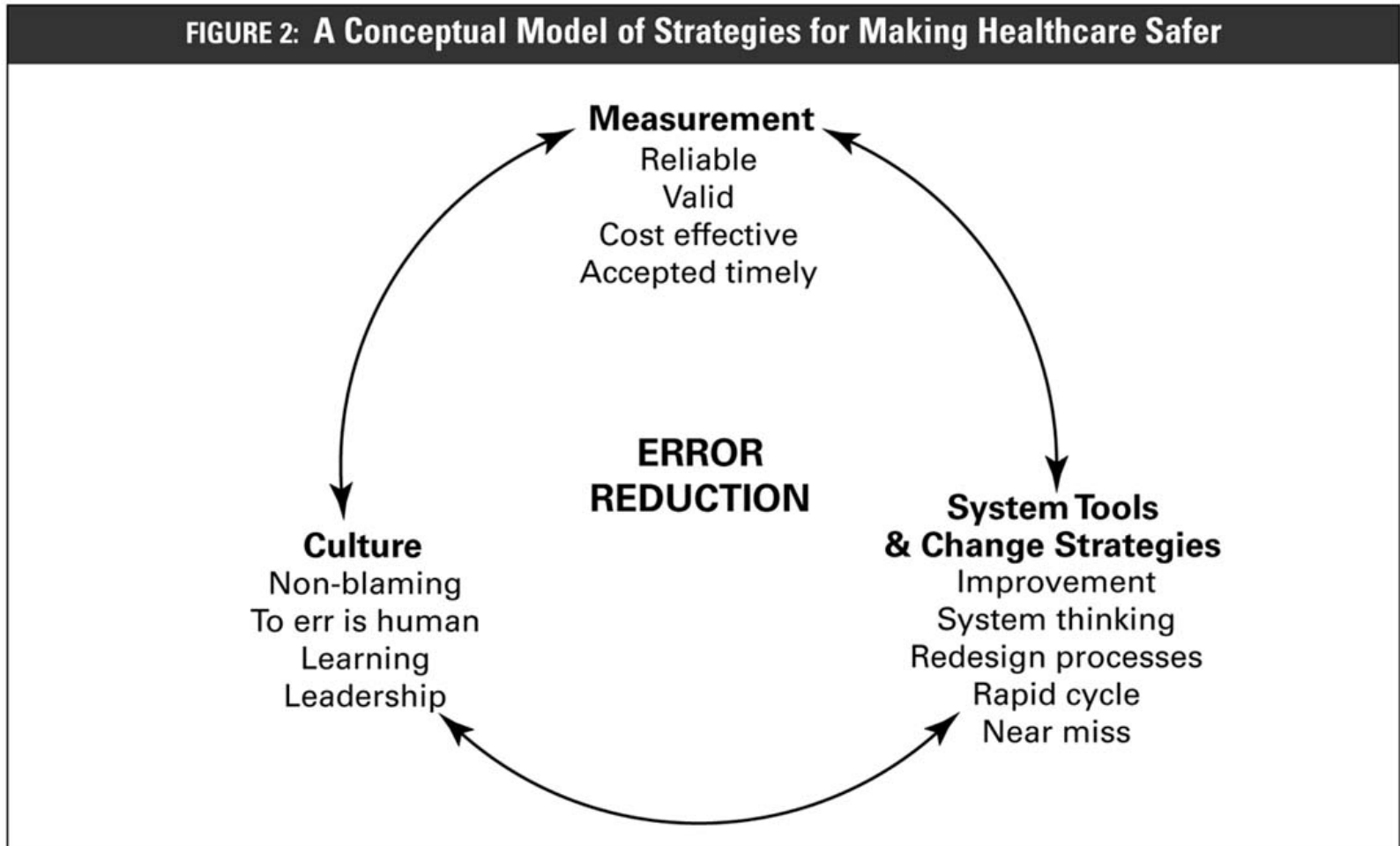
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CALGARY

Baker GR, Norton P.
Making patients safer! Reducing error in Canadian healthcare.
Healthcare Papers. 2001;2(1):10-31.

FIGURE 2: A Conceptual Model of Strategies for Making Healthcare Safer



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How do you work on culture?

Changes

- Environment
- Structures
- Access to and visibility of senior leaders
- Experiential learning



- <http://www.qualityhealthcare.com/>
- Conduct Safety Briefings
- Create an Adverse Event Response Team
- Appoint a Safety Champion for Every Unit
- Involve Patients in Safety Initiatives

Changes

- Environment
- Structures
- **Access to and visibility of senior leaders**
- Experiential learning

- Conduct Patient Safety Leadership WalkRounds™
- Designate a Patient Safety Officer

Changes

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- Structures
- Access to and visibility of senior leaders
- **Experiential learning**

Experiential Learning

- We will do this today
 - A simulation
 - Patient stories
 - Researcher's stories
 - Stories from other organization