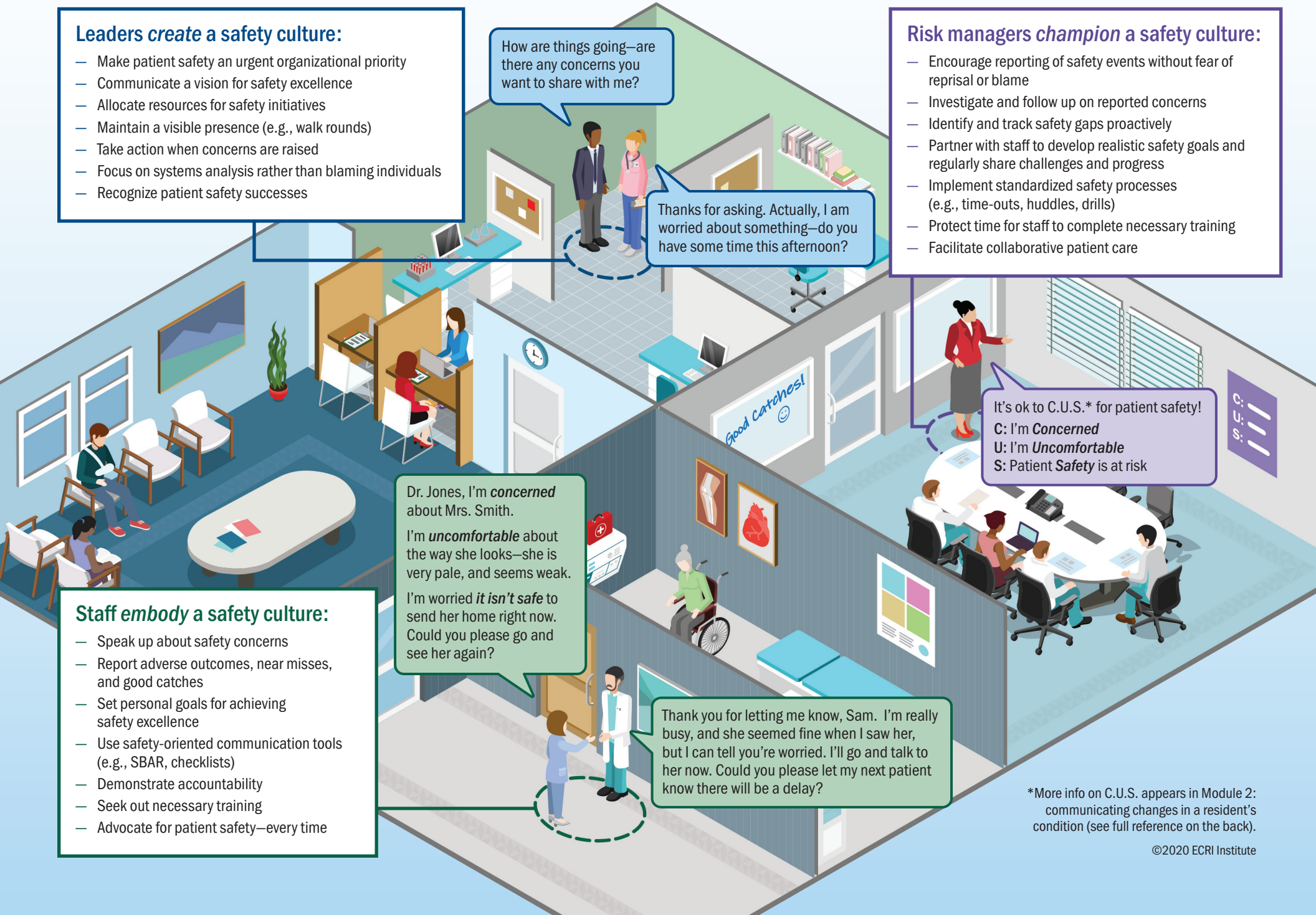
What Does a Culture of Safety Look Like?

Leaders *create* a safety culture:

- Make patient safety an urgent organizational priority
- Communicate a vision for safety excellence
- Allocate resources for safety initiatives
- Maintain a visible presence (e.g., walk rounds)
- Take action when concerns are raised
- Focus on systems analysis rather than blaming individuals
- Recognize patient safety successes

Risk managers *champion* a safety culture:

- Encourage reporting of safety events without fear of reprisal or blame
- Investigate and follow up on reported concerns
- Identify and track safety gaps proactively
- Partner with staff to develop realistic safety goals and regularly share challenges and progress
- Implement standardized safety processes (e.g., time-outs, huddles, drills)
- Protect time for staff to complete necessary training
- Facilitate collaborative patient care



Staff *embody* a safety culture:

- Speak up about safety concerns
- Report adverse outcomes, near misses, and good catches
- Set personal goals for achieving safety excellence
- Use safety-oriented communication tools (e.g., SBAR, checklists)
- Demonstrate accountability
- Seek out necessary training
- Advocate for patient safety—every time

*More info on C.U.S. appears in Module 2: communicating changes in a resident's condition (see full reference on the back).

ECRI Institute Resources

A Culture of Safety: An Overview: https://www.ecri.org/components/PPRM/Pages/PSRM11.aspx

Recommended Resources

Lead your safety culture by referring to these resources:

Leading a culture of safety: a blueprint for success (American College of Health Executives 2017) https://www.osha.gov/shpguidelines/docs/Leading_a_Culture_of_Safety-A_Blueprint_for_Success.pdf

Leading for safety (American College of Health Executives) http://safety.ache.org/

The essential role of leadership in developing a safety culture (The Joint Commission 2017) https://www.jointcommission.org/resources/patient-safety-topics/sentinel-event/sentinel-event-alert-newsletters/sentinel-event-alert-57-the-essential-role-of-leadership-in-developing-a-safety-culture/

Assess your safety culture by using these tools:

Culture of safety organizational self-assessment (American College of Health Executives) http://safety.ache.org/quiz/culture-of-safety-organizational-self-assessment/

Leading a culture of safety: a blueprint for success (see self-assessment starting on page 33) (American College of Health Executives 2017) https://www.osha.gov/shpguidelines/docs/Leading_a_Culture_of_Safety-A_Blueprint_for_Success.pdf

Medical office survey on patient safety culture (Agency for Healthcare Research and Quality 2019) https://www.ahrq.gov/sops/surveys/medical-office/index.html

Improve your safety culture by referring to these resources:

A just culture guide (National Health Service [UK] 2018) https://improvement.nhs.uk/resources/just-culture-guide/

Actionable patient safety solution (APPS) #1: culture of safety (Patient Safety Movement Foundation) https://patientsafetymovement.org/actionable-solutions/challenge-solutions/culture-of-safety/

Appreciative inquiry principles: ask “what went well” to foster positive organizational culture (American Medical Association Steps Forward 2016) https://edhub.ama-assn.org/steps-forward/module/2702691

Culture of safety change package: 2018 update (Health Research & Educational Trust) http://www.hret-hiin.org/Resources/culture_safety/18/culture-of-safety-change-package.pdf

Culture of safety resources (Medical University of South Carolina) http://ip.musc.edu/TeamWorks/index.php

Developing a reporting culture: learning from close calls and hazardous conditions (Joint Commission 2018) https://www.jointcommission.org/resources/patient-safety-topics/sentinel-event/sentinel-event-alert-newsletters/sentinel-event-alert-60-developing-a-reporting-culture-learning-from-close-calls-and-hazardous-condi/

Module 2: communicating changes in a resident’s condition. Appendix: example of the SBAR and CUS tools (Agency for Healthcare Research and Quality 2014) https://www.ahrq.gov/patient-safety/settings/long-term-care/resource/facilities/ltc/mod2ap.html

Patient safety topics: good catches (Patient Safety Authority) http://patientsafety.pa.gov/pst/Pages/Good_Catches/hm.aspx

Surveys on patient safety additional resources (Agency for Healthcare Research and Quality 2019) https://www.ahrq.gov/sops/resources/index.html