

Risk Management: Safety Culture

Summary

by Capella Healthcare



WHAT'S COVERED

In this lesson, you will learn about the progress of safety culture and the challenges that lay ahead. Specifically, this lesson will cover:

1. Progress and Challenges Ahead
2. Resources

1. Progress and Challenges Ahead

The vision for healthcare is to build a high reliability organization to solve quality and safety issues and avoid harm. Instituting a safety culture is the first step toward achieving this big, hairy, audacious goal. It is essential to build trust through fair and consistent practices in reviewing events and supporting a reporting culture.

Employees must know that confidentiality will be maintained, and their reports will be acted upon, or they will decide it is not worthwhile to report problems. It is imperative that workers report minor incidents and near misses to warn of impending dangers in the system and address them.

Organizations must be transparent with workers about safety information so that they know what safety issues are present and they can participate in their solution.

Leaders must set the stage for safety culture and model the behavior consistently every day or it will eat safety for lunch...really!



Positive Safety Culture

*Adapted from: Quezada (July 18, 2016) Introduction to "Just Culture". ATS Incident Analysis Workshop.
FAA Air Traffic Organization*

In a positive safety culture, success looks like this:

- Personal commitment and accountability
- Omnipresent safety thinking
- Curious and questioning
- Driven to excellence
- Driven to improvement
- Preoccupied with system failure
- Alignment between individual attitudes and organizational processes and culture
- Respect for and encouragement of innovative thinking and solutions
- Constant striving for zero harm

2. Resources

For further information on Safety Culture and High Reliability, visit:

- [Patient Safety Network](#)
- [Agency for Healthcare Research and Quality](#)
- [The Joint Commission](#)
- [Institute for Healthcare Improvement](#)
- [Safety Attitude Questionnaire](#)
- [David Marx, JD - Outcome Engenuity](#) (Just culture algorithm)
- [John Nance - "Playing it Safe" video](#) (discusses speak up culture and just culture journey in aviation.)

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Support

If you are struggling with a concept or terminology in the course, you may contact RiskManagementSupport@capella.edu for assistance.

If you are having technical issues, please contact learningcoach@sophia.org.