

**Patient Safety First...  
a California Partnership for Health**



Southern California Patient Safety Collaborative  
A Patient Centered Culture for  
Quality and Safety  
1/23/2013

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What's Best and What's Next  
*Is that a question –  
or a statement?*

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What's Best and What's Next

Best Practices for Quality and Safety  
Next Generation of Healthcare Delivery

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## Next Generation of Healthcare Delivery

How do we pave that road?  
*Not just with good intentions!*

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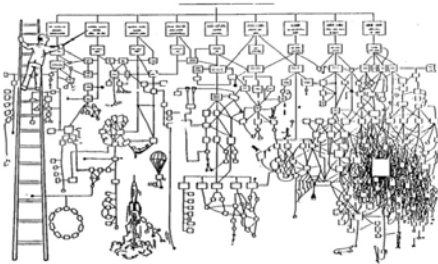
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It's a Jungle in there!



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## Building Blocks for a Patient Safety Culture

- Leadership
- Teamwork
- Standardization
- Accountability
- A Just Culture

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**A "Just" Culture**

- Justice
- Understanding
- Safety
- Trust

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**Justice**

- Doing the Right Thing
  - For the right reason
- Involving the Right People
  - Including support systems
- Accountability
  - To the patient, to the team, to oneself
  - "Sorry" works

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**A Priceless Resource**

- <http://vimeo.com/12289853>

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### Understanding

- Human Factors
  - “I’m Safe” checklist
- Mutual Support
  - I’ve Got Your Back
- Care for the Caregiver
  - NQF Safe Practice #8

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### I’M SAFE Checklist

- I = Illness
- M = Medication
- S = Stress
- A = Alcohol and Drugs
- F = Fatigue
- E = Eating and elimination

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### Safety- *first and foremost!*

- Communication
  - Brief and Debrief
  - Safety Walk Rounds
  - Reward error and near miss reporting
- Standardization
  - *It’s about systems, not individuals*

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### Trust

- Leadership walks the talk
  - For all the preceding points
  - Available (“office hours”?)
- Rewarding Teamwork
  - Call it out publically (at meetings?)
- Protection from the bus
  - “I know I will not be thrown under”
- **Staff satisfaction – Staff retention**

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### The Triple Aim

So now let’s make the connection:

- Better Care
- Better Health
- Lower Cost

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### Regina’s Story

Getting it Right:

- Patient Centered Care
- Positive Outcomes

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 HOSPITAL ASSOCIATION OF SOUTHERN CALIFORNIA

**A Just Culture Builds:**

- A Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- Patient Safety!



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