



Keeping you “in the know” in the ASC industry



# Culture of Safety

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## Concept of Safety

The concept of **safety culture** originated outside healthcare, in studies of **high reliability organizations (HRO)**

# HRO

organizations that **consistently** minimize adverse events,

despite carrying out **intrinsically complex and hazardous** work.

AHRQ, January 2019



## Concept of Safety



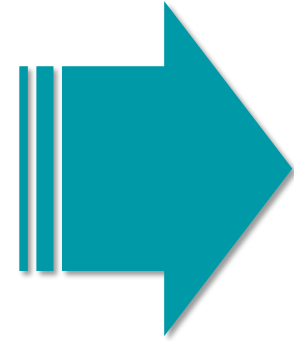
There is a **commitment to safety at all levels**, from frontline providers to managers and executives.

AHRQ, January 2019



# Culture of Safety

This **commitment** establishes a “**culture of safety**” that incorporates these **4 key features**:



AHRQ, January 2019



# Culture of Safety



Acknowledgement of the high-risk nature of an organization’s activities and the determination to achieve consistently safe operations.



A blame-free environment where individuals are able to report errors or near misses without fear of reprimand or punishment.



Encouragement of collaboration across ranks and disciplines to seek solutions to patient safety problems.



Organizational commitment of resources to address safety concerns.

AHRQ, January 2019



## Culture of Safety

Improving the culture of safety within healthcare is an **essential component** of **preventing or reducing errors** and **improving overall healthcare quality**.

AHRQ, January 2019



## The Facts



MAGNITUDE: 1 IN 4

- As many as 1 in 4 patients are harmed whilst receiving primary and ambulatory healthcare



INCIDENCE: 134 MILLION

- 134 million adverse events occur each year in hospitals in low- and middle-income countries, contributing to 2.6 million deaths annually due to unsafe care.



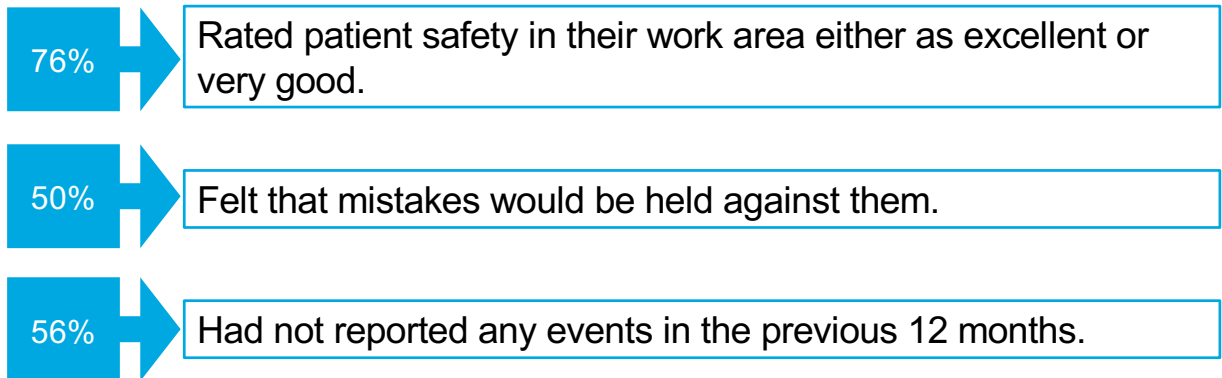
MEDICATIONS: \$42 BILLION

- Medication errors cost an estimated 42 billion USD annually.

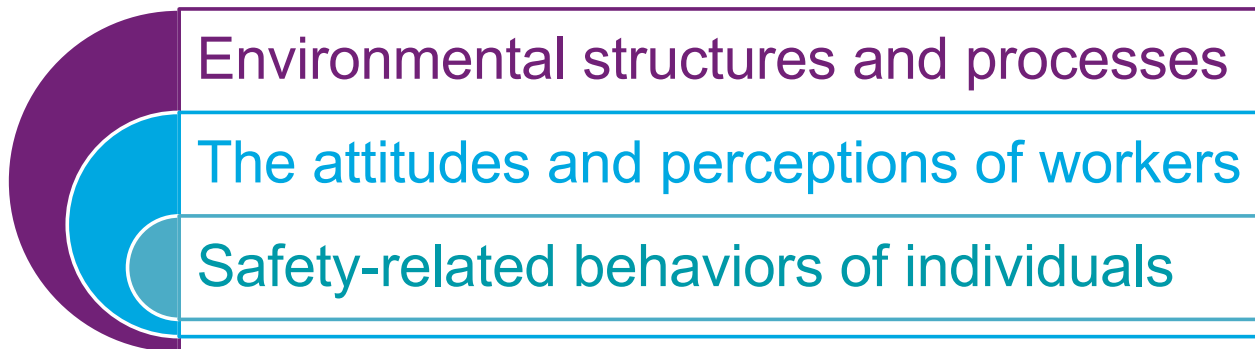


## AHRQ Survey

- In 2013 Agency for Healthcare Research and Quality (AHRQ) surveyed healthcare workers and found:



## Culture of Safety Elements



\*Leadership engagement is also a critical factor in the development of a culture of safety.

## AHRQ Surveys

- AHRQ has a survey available for download to use with your facility and medical staff to assess the culture of safety at your facility.
- The survey should be conducted anonymously to allow staff to be honest in their responses.
- Use this data for a QI study to enact change.
- TJC is now requiring accredited facilities to review culture of safety on an annual basis.



## Methods/Tools

- Assertive Communication
- Comprehensive Unit-based Safety Program (CUSP)
- Patient Safety Movement
- Life Wings



# Develop the Culture

- Staff must be empowered to take action when needed
- Leadership must be visibly committed and drive the culture change
- Message must be consistent and sustained
- Use the surveys!!



# Available on Progressive eSupport

- Patient Safety/Culture of Safety

A screenshot of the Progressive Surgical eSupport website. The page is titled "CULTURE OF SAFETY" and features three main sections: "MAGNITUDE: 1 in 4", "INCIDENCE: 134 MILLION", and "MEDICATIONS: \$42 BILLION". Each section includes a brief description and a link to a related article. A sidebar on the right contains a search bar and a "PATIENT SAFETY" menu with options like "Overview", "Culture of Safety", "National Patient Safety Goals", "Universal Protocol", "Hand Off Communication", "Approved Abbreviations", "Abuse Reporting", and "Safety Resources". The Progressive Surgical eSupport logo is visible in the top left and bottom right corners of the screenshot.

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CULTURE OF SAFETY

**MAGNITUDE: 1 in 4**

As many as 1 in 4 patients are harmed whilst receiving primary and ambulatory health care.

[The Economics of Patient Safety in Primary and Ambulatory Care – Flying Blind \(OECD Study\)](#)

**INCIDENCE: 134 MILLION**

134 million adverse events occur each year in hospitals in LMICs, contributing to 2.6 million deaths annually due to unsafe care.

[Crossing the global quality chasm: Improving Health Care Worldwide](#)

**MEDICATIONS: \$42 BILLION**

Medication errors cost an estimated 42 billion USD annually.

[The third WHO Global Patient Safety Challenge: Medication Without Harm](#)

*"Culture is not what you say, it's not what you believe, it's how you act, and more important it's how you act when no one is watching."* – Mark Chassin President of TJC

SEARCH

PATIENT SAFETY

Overview

**Culture of Safety**

National Patient Safety Goals

Universal Protocol

Hand Off Communication

Approved Abbreviations

Abuse Reporting

Safety Resources

PROGRESSIVE SURGICAL eSupport  
POWERED BY EBP CONSULTING

# Available on Progressive eSupport

## ■ Patient Safety/Culture of Safety



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### STAFF SURVEYS

**Agency for Healthcare Research and Quality** have surveys that can be downloaded and used to survey facility staff, and medical staff on the culture of safety at your surgery center. The Joint Commission now requires you to review the culture of safety on an annual basis, this is a great tool to use to

The website has toolkits, explanation on how to conduct the survey, and other tools.

[AHRQ: Patient Safety Network](#)

[AHRQ: ASC Survey](#)

Conducting an anonymous survey allows staff to freely participate and share their perspective on safety in the facility. This is important and will give you insight into different activities and actions that may need to be taken to improve the safety culture. An example of survey results that were received and then shared with the facility staff can be found here:

[SAMPLE: AHRQ – Results From the Ambulatory Procedure/Surgery Center Survey on Patient Safety](#)



# Available on Progressive eSupport

## ■ Patient Safety/Culture of Safety



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### THE CUSP METHOD

**The CUSP Method:** The Comprehensive Unit-based Safety Program (CUSP) is a method that can help clinical teams make care safer by combining improved teamwork, clinical best practices, and the science of safety. The Core CUSP toolkit gives clinical teams the training resources and tools to apply the CUSP method and build their capacity to address safety issues.



[AHRQ CUSP Toolkit](#)





# Available on Progressive eSupport

- Patient Safety/Culture of Safety



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## PATIENT SAFETY MOVEMENT

**Actionable Patient Safety Solutions – Culture of Safety:** A Culture of Safety within a healthcare organization refers to a safe and reliable environment where the foundation of transparency, safety, trust, and accountability is established and maintained between the workers of the facility and the patients it serves.

Register with the Patient Safety Movement for Free to access Actionable Patient Safety Solutions from the Patient Safety Movement.

 [Register with Patient Safety Movement](#)

 [Actionable Solutions: Culture of Safety](#)



# Join the eSupport Community!



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Email us at [info@pss4asc.com](mailto:info@pss4asc.com)



Or call us! (855) 777-4272



## Join our Private Facebook Group

- A place to connect, support, and network with other ASC managers all over the country

[www.facebook.com/groups/ascmangers/](http://www.facebook.com/groups/ascmangers/)



## The 2019 Webinar Line Up!

DATE	🕒	CE	WEBINAR TOPIC	SPEAKER
June 27	60 min	✓	Developing the Leaders Within Part II	Laura Baldwin Vanessa Sindell
July 29	20 min		Cultural Sensitivity	Debra Stinchcomb
August 29	60 min	✓	Sterilization Best Practices	Phenelle Segal
September 30	20 min		Medication Shortages and How to Handle Them	Greg Tertes
October 25	60 min	✓	Documentation Best Practices	Crissy Benze
November 25	20 min		Annual Survey Watch Report	Leanne Gallegos
December 20	60 min	✓	Informed Consent	Debra Stinchcomb Will Miller

[www.ProgressiveSurgicalSolutions.com/webinars](http://www.ProgressiveSurgicalSolutions.com/webinars)

