



MedStar Health

Knowledge and Compassion
Focused on You

The Importance of Patient and Associate Safety

David Mayer, MD

Vice-President

Quality and Safety

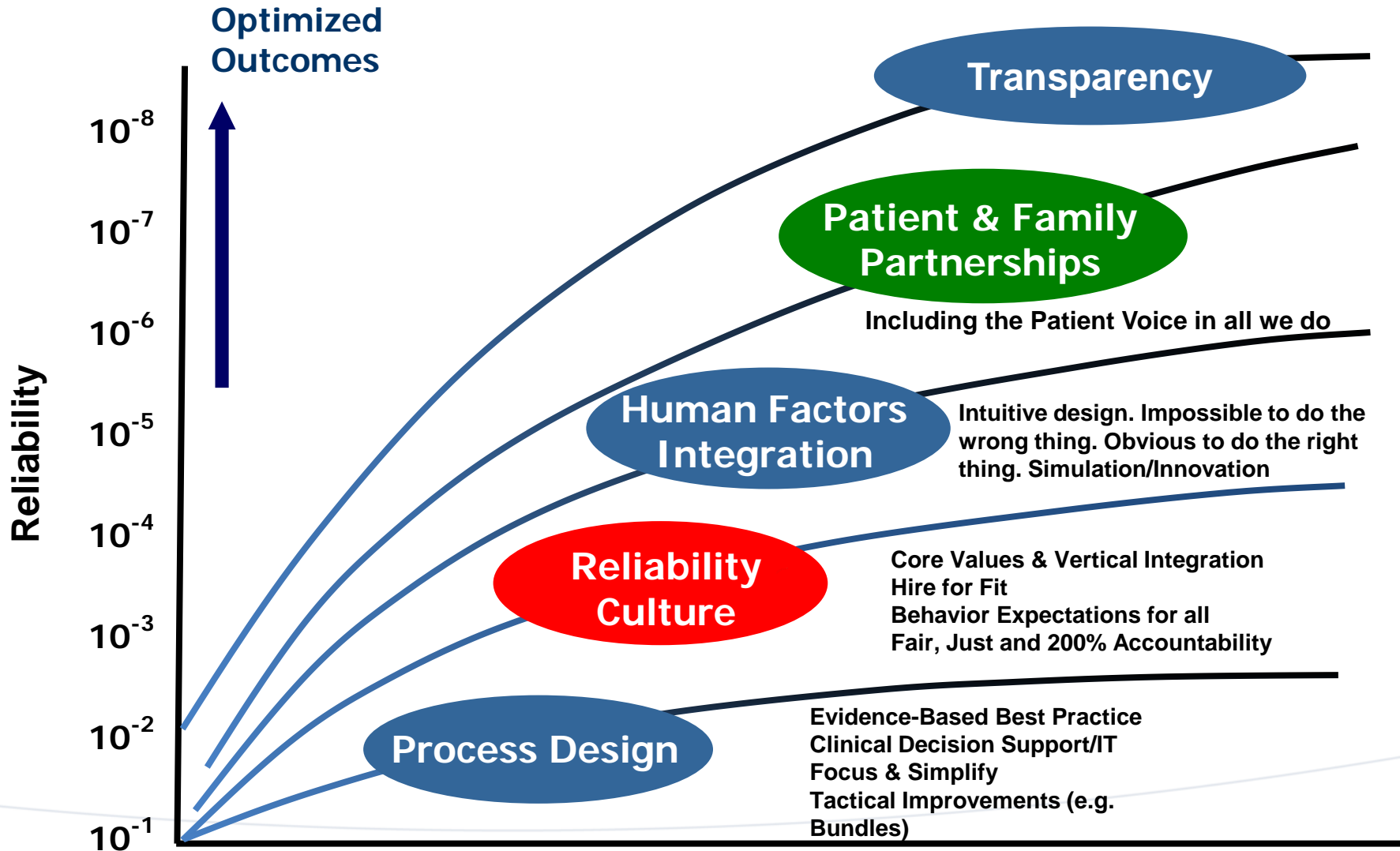
MedStar Health

Patient Safety

“Medicine used to be simple, ineffective and relatively safe. Now it is complex, effective, and potentially dangerous.”

Sir Cyril Chantler,
Dean of London's Guy's Hospital

The MedStar Health Road to Success



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Why Do We Need Human Factors in Healthcare?

Credit to Raj Ratwani



High Reliability, Human Factors Engineering and Patient Safety

**“We cannot change the human condition
but we can change the conditions
under which humans work.”**

James Reason

Restoring Honesty, Trust and Safety in Healthcare

- **Transparency (Honesty and Trust)**
 - Transparency in Reporting
 - Transparency in Outcomes
 - Transparency in Communications
 - Informed consent/Shared decision-making
 - Disclosure after harm

Patient Engagement and Partnership

- **MedStar Patient and Family Advisory Council for Quality and Safety (PFACQS)**
 - Rosemary Gibson
 - Helen Haskell
 - Sorrell King
 - Carole Hemmelgarn
 - Michael Millenson
 - Patty Skolnik
 - Armando Nahum
 - Victoria Nahum
 - Marty Hatlie
 - Knitasha Washington

Telluride Patient Safety Roundtable

Twelve Annual Roundtable:
“The Power of Change Agents:
Teaching Caregivers Effective
Communication Skills to
Overcome the Multiple Barriers
to Patient Safety and
Transparency”

June 9th – June 18th, 2016

Telluride, CO

Supported by TDCF and MedStar Health

