

IMPORTANCE OF CREATING A CULTURE OF PATIENT SAFETY

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**MEDICAL ERRORS
ARE SIGNIFICANT
PROBLEMS IN US
HOSPITALS**

PATIENT SAFETY

The aim is to increase patient safety in American hospitals, and to get to “0” harm. To prevent harm and to have a safety culture, we must have:

- Culture of open reporting
- Just culture
- Learning culture
- Informed culture

KEYS TO SAFETY

The keys to safety are:

- **Collaboration**
- **Transparency**
- **Consistency**

TRANSPARENCY

In order to be transparent, we must:

- Have early learning
- Steal good ideas and share them
- Work as partners
- Mentor
- All be teachers
- All be learners

10 RECOMMENDATIONS ON HOW TO INCREASE TRANSPARENCY, IMPROVE PATIENT SAFETY

1. Leaders and boards of health organizations should link hiring, firing, promotion, and compensation of leaders to results in cultural transformation and transparency.
2. Being transparent regarding the membership of the board is also vital for leaders.
3. Major healthcare organizations like the Agency for Healthcare Research and Quality, the National Quality Forum, CMS and accreditation bodies should ensure data sources — such as claims data, patient registry data, clinical data and patient-reported outcomes — are accessible to patients and the public.

Continue

10 RECOMMENDATIONS ON HOW TO INCREASE TRANSPARENCY, IMPROVE PATIENT SAFETY

4. Executives and clinicians should provide patients with descriptions of alternatives for tests and treatments, as well as the pros and cons for each.
5. Executives and clinicians should also provide patients with information about their planned tests and treatments using terminology they can understand.
6. Providing both patients and clinicians with organized support when they are involved in accidents is also important for executives.
7. Clinicians should create processes to address threats to accountability such as disruptive behavior, substandard performance, violation of safe practices and inadequate oversight of colleagues' performance.

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- 8. Among organizations, executives and boards should establish mechanisms to adopt best safety practices from one another and participate in collaboratives to accelerate improvement.**
- 9. To improve transparency with the public, regulators and payers should ensure all healthcare entities have core competencies to accurately and understandably communicate their performance.**
- 10. Regulators and payers should also be sure healthcare organizations publicly display the measures they use for monitoring quality and safety via dashboards, organizational report cards or some other tool.**

The National Patient Safety Foundation's Lucian Leape Institute has issued numerous recommendations to improve transparency after holding two roundtable discussions on the topic as it relates to patient safety.

SAFETY BEHAVIORS

- Have early prevention training.
- High reliability
- Accept human errors & medical errors.
- Respond quickly.
- Timely
- Standardized
- Quick response
- Be optimistic.
- Focus on safety.

TRANSPARENCY – DEPENDS UPON YOU

- Transparent, can't fix what you won't admit.
- Reach out, Responsible
- Aware, Action plan, adverse events
- Network
- Solutions, Success, Safety, Satisfaction
- Prevention, Patient Safety Procedures
- Advocate, patient advocacy, Access
- Research, integrity of research
- Educate, Empower, e-charts
- Never Stop Learning
- Time, Talent, Treasures

IF WE DO NOT
CHANGE OUR
DIRECTION,

we are likely
to end up where
we are headed.

Ancient Chinese Proverb

