

Human
Factors
Reflections



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The Safety Culture Series

System Errors and individual responsibility

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Let's talk about the Manchester Patient Safety Framework...





The Safety Culture Series

What is 'System Errors and Individual Responsibility'?

What sort of reporting systems are there?

How are reports of incidents received?

How are incidents viewed- as an opportunity to blame, or improve?



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The Safety Culture Series

Levels of Culture

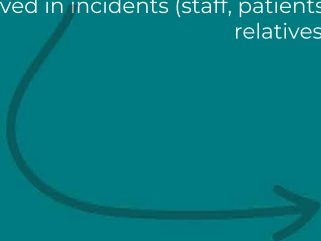
1. Pathological

- . Incidents are seen as 'Bad luck'
- . Incidents are outside the organisation's control
- . Incidents are a result of error and staff behaviour
- . Main response is disciplinary action



2. Reactive

- . Organisations sees itself as a victim of circumstances
 - . Individuals are seen as the cause
 - . Actions focus on discipline and training
- . No support given to those involved in incidents (staff, patients, relatives)



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Levels of Culture

3. Bureaucratic

- . Recognition that systems contribute to incidents, not just individuals
- . States an 'open and fair culture' but it isn't perceived by staff that way
- . 'Being open' protocols have been written and support processes exist, but are not widely known about or used.



4. Proactive

- . Incidents are seen as a combination of individual and system faults.
- . Has evidence of open, fair and collaborative culture
- . System analysis completed in response to an incident
- . Incident decision tree used to identify whether individual has responsibility
- . Organisation speaks openly with staff and patients following events causing death or serious harm



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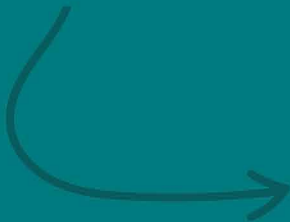


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Levels of Culture

5. Generative

- . Organisational and system factors are the focus. Staff aware of own accountabilities and empowered to address risks and issues
- . Triangulation of data across incidents, audits, complaints and litigation
- . Staff, patients and families well supported post-incident
- . High level of openness about all incident types irrespective of harm



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How does your team and organisation fair?

Use these characteristics to reflect on:

- . What's your team's local culture (or climate) like?
- . What's the organisation's culture like?
- . How is it changing over time?

As a service user:

- . What evidence of these do you see in the services you use?



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Culture is critical!

Building a strong culture is critical,
but can take a long time.

If you would like advice and support
on improving your culture, comment
below and we'll be in touch

