



Human
Factors
Reflections



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The Safety Culture Series

Commitment to overall continuous improvement

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





The Safety Culture Series

What defines your commitment to overall continuous improvement?

How much investment into continuous improvement is made?

What is your purpose of policies and procedures?

Do you look to collaborate and innovate with external organisations?



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The Safety Culture Series

Levels of Culture



1. Pathological

- . No resource invested to identify problems or good practice
- . Unstructured audits with no action
- . Policies & procedures to meet minimum requirements
- . Poor quality is tolerated or ignored
- . Board doesn't discuss quality issues

2. Reactive

- . An improvement framework was created for an inspection
- . Audits only occur after incidents and to meet national requirements
- . Bare minimum policies and procedures that are only updated when incidents occur
- . Board rarely discusses these issues and only after incidents



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Levels of Culture

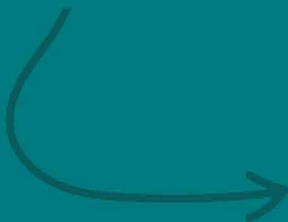
3. Bureaucratic

- . Improvement is seen as a 'management' activity
- . Lots of auditing but not aligned to strategy
- . Staff overloaded with policies and procedures - lots of updates but poorly implemented
- . Staff and patient involvement is tokenistic



4. Proactive

- . Genuine desire for improvement
- . Owned by all the workforce
- . Patients and public involved
- . Audit used to strategically drive improvement
- . Policies and procedures developed with staff
- . Board regularly review and bench mark performance



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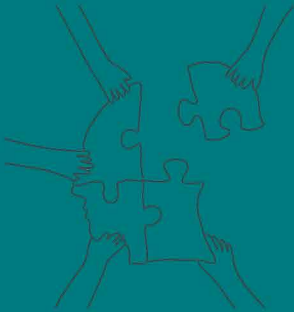


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Levels of Culture

5. Generative

- . Culture of improvement is embedded and at the heart of strategic decisions
- . Seen externally as a centre for excellence
- . Regular internal and external benchmarking
- . Audit and improvement activities locally driven and strategically aligned
- . Policy and procedure prevalence reduced as replaced with better system design
- . Patients and public actively involved in decisions



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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

