

Human
Factors
Reflections



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The Safety Culture Series

Priority Given To Safety

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





The Safety Culture Series

What is 'priority given to safety'?

How seriously the issue of patient safety is taken within the organisation

Where the responsibility for patient safety sits



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The Safety Culture Series

Levels of Culture

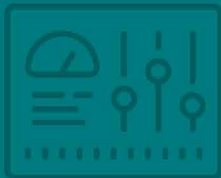
1. Pathological

- . Low priority
- . Some risk management systems in place (policies and committees), but no real deliverables or impact
- . Organisation is largely unaware of risk.
- . Controls like insurance are preferred



2. Reactive

- . Safety is a priority after an incident
- . Little evidence of a meaningful risk management strategy
- . Boards focus is predominantly at the individual incident level
- . Focus on 'self-protection'



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Levels of Culture

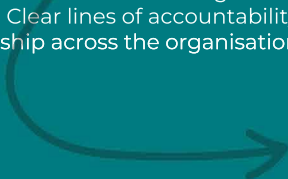
3. Bureaucratic

- . Fairly high priority with many systems in place
- . Includes the patient perspective
- . Systems not widely disseminated to, or used by frontline staff
- . Systems are rigid and focus on 'simplifying' events



4. Proactive

- . Safety is promoted, and frontline staff are involved in safety issues and processes
- . Patients, the public and other organisations included in risk management systems
 - . Focus on patient protection not organisational
- . Proactive approach to risk identification and management
 - . Clear lines of accountability
- . Ownership across the organisation



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Levels of Culture

5. Generative

- . Safety is the top priority.
- . Everyone is responsible for safety, including the patients and public
- . Frontline staff identify, assess and manage risk proactively to drive continuous improvement
- . Board has a strong focus on safety
- . Patients involvement in reviewing safety issues is well established.



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The Safety Culture Series

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

