

# Patient Safety Culture

## Teamwork

alignment  
deference to expertise wherever found  
flattened hierarchy  
multidisciplinary/multigenerational  
mutual respect  
psychological safety  
readiness to adapt/flexibility  
supportive  
watch each other's back

## Evidence-Based

best practices  
high reliability/zero defects  
outcomes driven  
science of safety  
standardization, protocols, checklists, guidelines  
technology/automation

## Leadership

accountability  
change management  
commitment  
executive rounds  
governance  
open relationships  
physician engagement  
priority  
resources  
role model  
support  
vigilance  
visibility  
vision/mission

## Culture of Safety

## Communication

assertion/speak-up  
bottom-up approach  
clarity  
hand-offs  
linkages between executives and front line/resolution/feedback  
safety briefings/debriefings  
structured techniques: SBAR, time-out, read-back  
transparency

## Learning

awareness/informed  
celebrate success/rewards  
data driven  
education/training including physicians  
learn from mistakes/evaluation  
monitor/benchmark  
performance improvement  
proactive  
root cause analyses  
share lessons learned

## Just

blame free  
disclosure  
non-punitive reporting  
no at-risk behaviors  
systems—not individuals  
trust

## Patient-Centered

community/grassroots involvement  
compassion/caring  
empowered patients/families  
exemplary patient experiences  
focus on patient  
formal participation in care  
health promotion  
informed patients/families  
patient stories