

TJC Thursday - Message of the Week

3/28/19

Culture of Safety

SHC used a survey developed by the Agency for Healthcare and Research Quality (AHRQ) to gain insight regarding its safety culture in 2017. Online survey was completed by 6,221 staff, including Medical Staff.

➤ Survey Results

- Top three survey dimensions:
 - Teamwork within units
 - Supervisor expectations & actions
 - Organizational Learning – Continuous Improvement
- Variation in scores among individual work areas

➤ Strategies to Improve Survey Results

- Executive Safety Council
- Reorganization of Patient Safety HPI taxonomy for improvement
- Team training (TeamSTEPPS)

Questions? Contact ARL@Stanfordhealthcare.org