Culture of Safety Series: 
Part One: Moving Beyond Blame

Culture of Safety/Characteristics
- Acknowledgment of the high-risk, error-prone nature of an organization’s activities.
- A blame-free environment where individuals are able to report errors or close calls without fear of reprimand or punishment.
- An expectation of collaboration across ranks to seek solutions to vulnerabilities.
- A willingness on the part of the organization to direct resources for addressing safety concerns.

High Reliability Organizations/Characteristics
- Balancing the tension between production efficiency and reliability.
- Creating and sustaining trust throughout the organization.
- Actively managing the process of change.
- Involving workers in decision making pertaining to work design and work flow.
- Using knowledge management practices to establish the organization as a learning organization.

High Reliability Organizations/Principles
- Organizations are dynamic and complicated systems.
- Every error has a context of multiple interactions, factors and conditions.
- Humans will make mistakes; healthcare needs a fair and just way for people to report them.
- It is important to be a "learning organization" and apply lessons learned from past errors to prevent future errors.
- A new and just culture of safety embodies these behaviors and qualities.

References


Content Author:
Patricia Ebright DNS, CNS, RN; Indiana University School of Nursing