

# ASSESS AND IMPROVE QUALITY AND PATIENT SAFETY CULTURE

## QUALITY AND PATIENT SAFETY CULTURE





# Objectives

- Discuss the importance of the Board's culture.
- Describe the Board's leadership in creating an organizational culture focused on quality and patient safety.

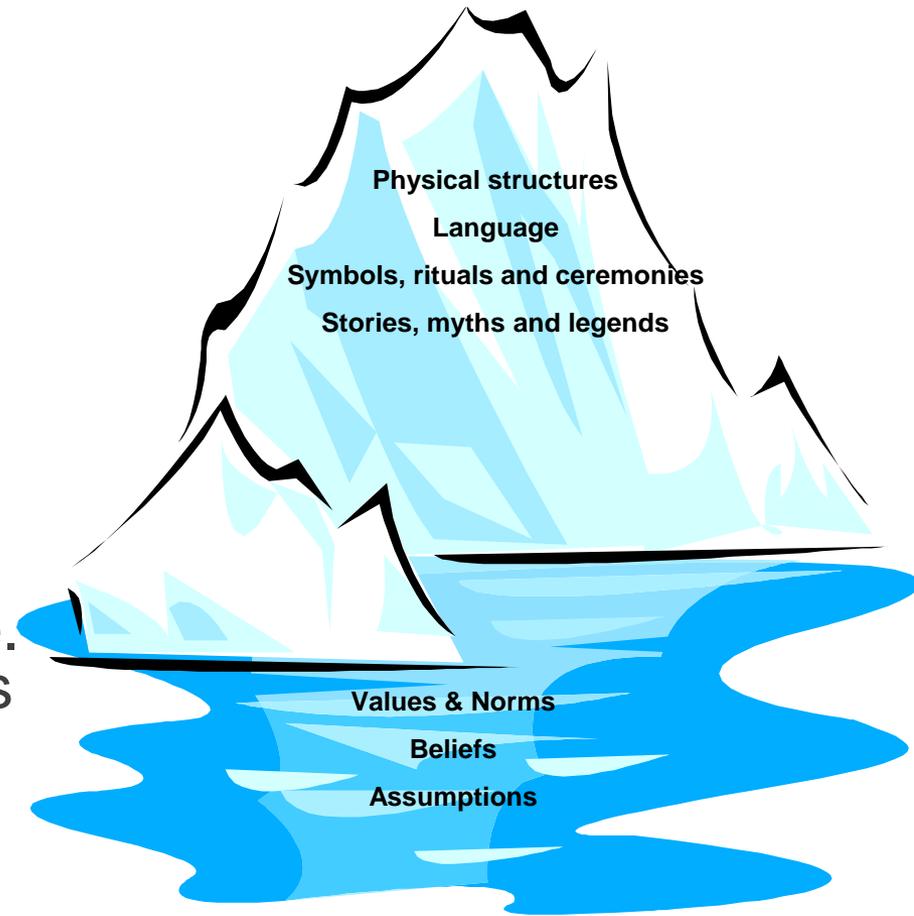
# Board Culture: A Definition

“Every Board of Directors creates a governance culture – a pattern of beliefs, traditions and practices that prevail when the board convenes to carry out their duties. Each board is responsible for shaping its own culture.”

*Lawrence Prybil, Professor,  
College of Public Health, University of Iowa.*

“Culture matters more than before. Unless the right board culture is in place, nothing very special is likely to happen”

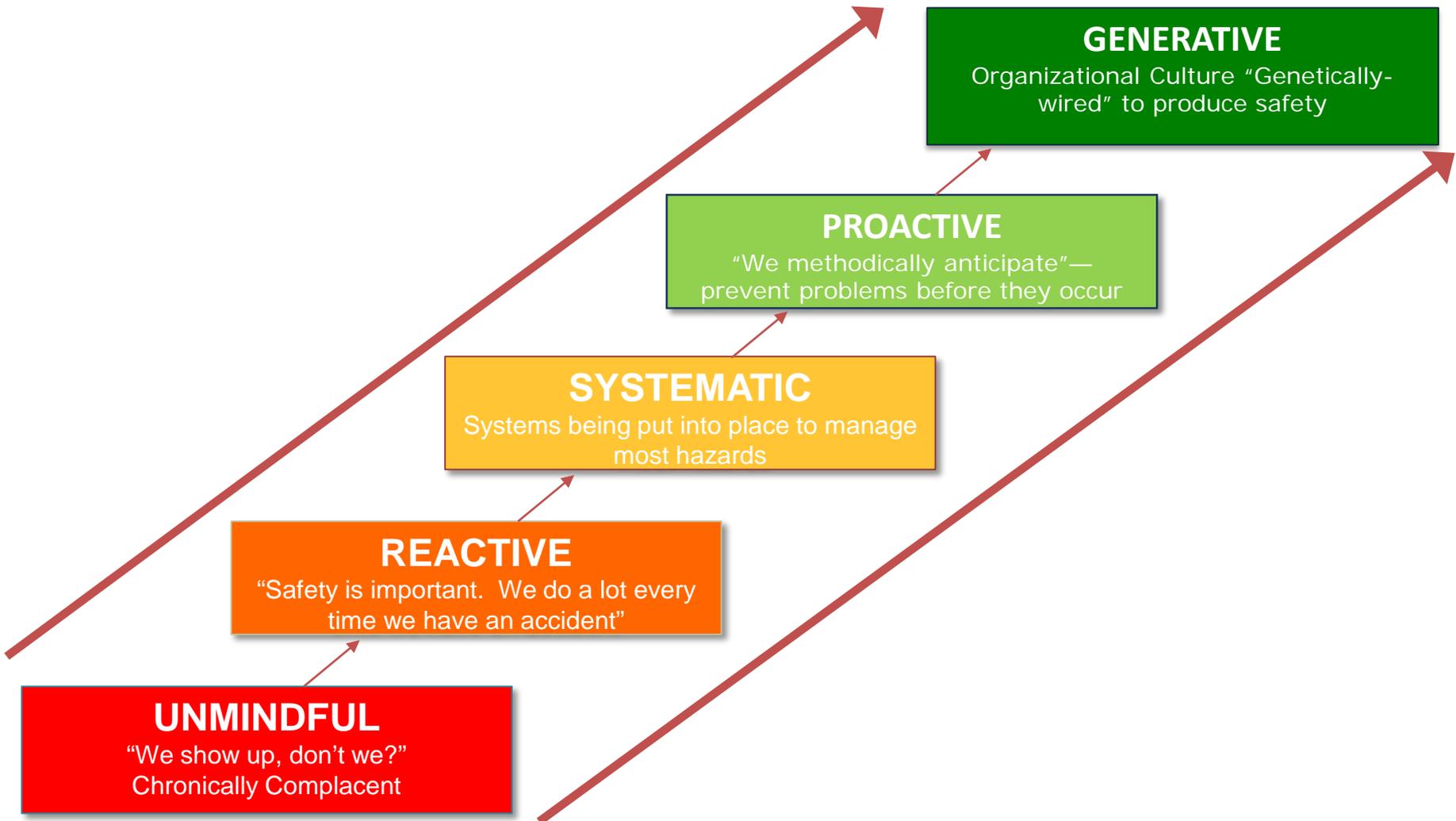
*Patrick R. Dailey,  
European Business Review, 2011\**



# The Importance of Culture

- Strong relationship between effective board governance and a commitment to a culture of Quality and Patient Safety
- The board has a key leadership role to play in fostering a true culture of excellence in quality and patient safety
  - a positive governance climate created by the “tone at the top”
  - a commitment to a culture of cooperation that is just and fair
  - constructive deliberations, candor and respectful dissent
  - a commitment to transparency and accountability
- Culture is an outcome of change

# Safety Cultures Evolve



# Just Culture

- Investigates the causes of an incident, rather than blaming individuals
  - Supports learning within an organization
- Opportunities to proactively improve the safety of care are constantly identified and acted on
- Addresses incidents at the system level
- Critical incident reporting and crucial conversations

# Quality and Patient Safety Culture

## Key Building Blocks I



- 1. Commitment to Transparency, Measurement, Accountability, and Learning**
  - Are we actively encouraging a just culture?
  - Are we always open when things go wrong?
- 2. Patient and Family-Centered Care**
  - Engaging patients in partnership (patient surveys, patient relation processes)
- 3. Board-Driven Quality and Safety Improvement Plan**
- 4. Aligning the Quality and Safety Improvement Plan from the Board to front-line staff**
- 5. TEAM Engagement (staff surveys, etc.)**

# Evaluating Your Culture

- An assessment of existing culture is important to understand the readiness for change
- Board and Organizational Culture improve through continuous evaluation and assessment
- Culture Surveys
  - Developed by Accreditation Canada\*
  - Developed by the organization
  - Need capacity

# Key Questions & Reflection: Culture

**1 a. What is the ‘culture’ of the Board? What is the culture of the organization?** (is there a ‘just’ culture? Transparent culture? Culture of QI?)

- How is this assessed?

**1 b. Will the culture have to change with Patients First and the population health approach?**

- If so, in what way and how will your Board help lead this change?

**2. What is the culture of your sub region?**

**3. What is the culture of your LHIN? How can your Board influence LHIN culture positively?**



EFFECTIVE GOVERNANCE  
FOR QUALITY AND PATIENT SAFETY

# THANK YOU QUESTIONS??

