Safety First for Staff: Culture of Safety

What is a culture of safety?

— Our organization strives for a strong safety culture. A safety culture represents our individual and collective attitudes and behaviors that influence our approach to make patient safety our number one priority.

— Our safety culture permeates everything we do—from posting warning signs for slippery floors to checking a patient’s identity at every encounter. Our goal is to deliver high-quality care for our patients.

— Safety is everyone’s job in every department—from senior leaders to frontline caregivers, from medical staff members to technicians in the clinical laboratory and radiology department, and from department managers to environmental services staff. Safety comes first every time.

Why is a culture of safety needed?

— Our safety culture is focused on preventing, detecting, and minimizing hazards to patients. To meet that goal, we are continually trying to improve.

— We rely on everyone to let us know about their safety concerns. We use the information that you share to try to improve the way we deliver patient care. Patients’ lives are on the line.

— We recognize that faulty processes and systems can contribute to errors. When that happens, we want to hear from you and work to close the process gaps that can lead to patient harm.

— Attention to safety is an expectation for everyone who works here. It is every employee’s responsibility to be accountable for his or her actions. Likewise, it is our organization’s responsibility to support employees with processes and procedures that bolster safe patient care.

— Our organization has a fair and just process to evaluate behavioral choices as part of the process of looking into the causes of events and errors. Our process takes into consideration the circumstances surrounding those actions and choices.

How can you support our culture of safety?

— Make safety your priority. Together, we can achieve and maintain the highest level of safety for our patients and staff.

— Share your stories of successes and obstacles in delivering patient care so we can learn from one another.

— Understand that systems have the potential to fail. Use our event reporting application to report hazardous conditions that have the potential to harm patients. Let us know about an error or event when it occurs. We will use the information to make improvements. We will work together to keep our patients safe.

— Support your coworkers in delivering safe patient care. Teamwork makes safety work.

— Uphold our code of conduct. Let the organization know of any colleague’s behavior that makes you feel uncomfortable and undermines our mission to deliver the best and safest care for our patients.

For more information, see Culture of Safety: An Overview
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