

GOAL: Promoting Best Practices in Patient Safety Culture Across Continuum

CURRENT KEY STRATEGIES

The workgroup will develop tactics and tools to promote and encourage a culture where employees and patients feel safe reporting safety issues or concerns without fear of retaliation.

Tactics	Activities & Actions	Measure of Success	To-Do	Update
<ul style="list-style-type: none"> Collect psychological safety culture data to determine common or apparent factors contributing to a lack psychological safety in WA institutions 	<ul style="list-style-type: none"> Pilot collection of safety survey data from workgroup member's facilities related to psychological safety. Increase collection to WPSC member institutions. 	<p>XX% of workgroup members reporting</p> <p># of workgroup members reporting/total workgroup members.</p>	<ul style="list-style-type: none"> Determine psychological safety questions Collect data 	<ul style="list-style-type: none"> No Updates
<ul style="list-style-type: none"> Create a pilot campaign focused on language that patients can use with their healthcare providers 	<ul style="list-style-type: none"> Hold initial meeting/call with pilot organization to determine specific need Develop specific safety language that aligns with organizations safety culture Determine implementation process and timeline 	<p>5 organizations pilot this campaign at their location</p> <p>5 organizations present feedback on campaign</p>	<ul style="list-style-type: none"> Create One Page 	<ul style="list-style-type: none"> Interested locations: Swedish, UW Medical Center, Harborview, A couple of LTC facilities Small Group to Create Draft One-Page Document

	<ul style="list-style-type: none"> • Create a feedback process to determine success 			<p>outline program components to help get organizations on board</p>
<ul style="list-style-type: none"> • Promote and create awareness around current literature, research and toolkits being used to create an environment of psychological safety 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Webpage created as a platform to share materials • 	<ul style="list-style-type: none"> • Determine if a podcast or webinar would be a good avenue to promote best practices 	<ul style="list-style-type: none"> • No updates