

Checklist for Building a Safety Culture

The goal of this checklist is to provide tips and approaches to lead and build a culture of safety in your team.

Create knowledge and understanding of patient safety and culture within your team

- Review your Patient Safety Culture Survey results, share with your team and develop action plans. Focus on both the strengths and areas for improvement.
- Promote a “[just culture](#)” and create an understanding of what it means. You could post the [one-pager](#) on your Quality Board, discuss at staff meetings or during huddles.
- Incorporate patient safety education into all staff orientation and ongoing training.
- Share patient and provider stories. You can use your own stories or share a [patient](#) or [provider](#) story from the Canadian Patient Safety Institute.

Promote and support incident reporting and management

- Familiarize yourself with Health PEI’s [risk management policies](#).
- Encourage your team to report incidents. Provide rewards and recognition for incident reporting (e.g. Good Catch Award for reporting near misses).
- Review your incident reporting data to identify your key incidents and share with your team.
- Complete incident investigations and follow-up in a timely way. Ensure incident investigations are multidisciplinary (including patients and families) and focus on a systems approach.
- Ensure timely feedback on incidents and lessons learned is provided to your team to prevent the incident from happening again. Also, sharing lessons learned with your team and peers demonstrates the benefits of reporting.
- Ensure you and your team understands the disclosure process and policy.

Create opportunities for your team to talk openly and share safety concerns

- Add safety as a standing agenda item for meetings; open meetings with an incident that occurred in your area.
- Ask your team to share experiences with incidents during huddles.
- Use [safety crosses or calendars](#) and other mechanisms to track measures of safety (e.g. falls, hand hygiene).
- Assign a team member to be a “safety lead or champion”. This could be rotational.
- Join or lead leadership walkabouts to discuss safety. Use a [pocket guide](#) to assist with questions. Following up and providing feedback to your team on issues discussed is critical.
- Hold “Straight Talk about Quality & Safety” sessions with your team.
- Carry out team briefings and debriefings.
- Use a [Learning Board](#) on your Quality Board to capture safety concerns.
- Lead, promote and/or support initiatives to improve safety.

Involve and communicate with patients and families

- Provide [patient safety brochures](#) and [education](#) to patients on how they can be involved in their own safety.
- Post the “[Don’t just think it, ask it](#)” poster and provide hand-outs for patients and families.
- Share the “[5 Questions to Ask About Your Medications](#)” with patients and families.
- Involve patients and families in safety discussions and solutions.
- Involve patient and families on committees to hear their safety concerns and ideas for improvement.
- Ask patients about their safety concerns during leadership walkabouts.