

Tools for Implementing a Culture of Safety in Small Rural Hospitals
Suggested Resources to Improve AHRQ Hospital Survey on Patient Safety Culture Results

Nonpunitive Response to Error	
Tool	Reference
Committed to Safety: Ten Case Studies on Reducing Harm to Patients (Case Study 2)	http://www.cmwf.org/usr_doc/McCarthy_safetycasestudies_923.pdf
Hospital Handoffs and Transitions / Communication Openness	
Tool	Reference
Healthcare Communication Toolkit to Improve Transitions in Care	http://www.usuhs.mil/cerps/documents/Handoff_Toolkit.pdf
Clinical Handover and Patient Safety: Literature Review Report	http://www.safetyandquality.org/clinhovrlitrev.pdf
SBAR Communication Model: Situation, Assessment, Background, Recommendation	Haig, Sutton, Whittington, "SBAR: A Shared Mental Model for Improving Communications between Clinicians", Journal on Quality and Patient Safety, March 2006, 32(3), 167-175
Patient Safety Briefings (IHI Tool)	http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Tools/Safety+Briefings+%28IHI+Tool%29.htm
Hospital Management Support for Patient Safety	
Tool	Reference
Patient Safety Leadership Walkrounds™	http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Tools/Patient+Safety+Leadership+WalkRounds™+%28IHI+Tool%29.htm
AHA Leadership Tool	http://www.aha.org/aha/key_issues/patient_safety/contents/VHAtool.pdf
Leadership Guide to Patient Safety	http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Literature/LeadershipGuidetoPatientSafetyResourcesandToolsforEstablishingandMaintainingPatientSafety.htm
Patient Safety Culture Self-Assessment Questionnaire	http://www.ecri.org/Include/Docs/Marketing/HRC_SAQ30.pdf
Sample Policy on a Culture of Safety	http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Tools/Policy+on+a+Culture+of+Safety.htm
Overall Perceptions of Safety	
Tool	Reference
University of Michigan Health System Patient Safety Toolkit "Improving Patient Safety in Hospitals: Turning Ideas into Action," Safety Culture Chapter	http://www.med.umich.edu/patientsafetytoolkit/culture.htm
Teamwork	
Tool	Reference
TeamSTEPS	http://www.usuhs.mil/cerps/teamsteps.html ;

Quotes to Inspire:
"Creating a culture of safety is the only way to create a sustainable organizational focus on patient safety." – <i>Dr. James Bagian</i>
"Patient safety incident reporting is not an end in itself, but can benefit the organization when coupled with an effective analytic and management process that drives organizational learning and action." – <i>Douglas McCarthy and David Blumenthal</i>
"People make errors, which lead to accidents. Accidents lead to deaths. The standard solution is to blame the people involved. If we find out who made the errors and punish them, we solve the problem, right? Wrong. The problem is seldom the fault of an individual; it is the fault of the system. Change the people without changing the system and the problems will continue." – <i>Don Norman</i>
The single greatest impediment to error prevention in the medical industry is "that we punish people for making mistakes." – <i>Dr. Lucian Leape</i>