Leading a Culture of Safety: A Blueprint for Success
Deep Dive into Domain One and Domain Two
Establish a Compelling Vision for Safety and Value, Trust, Respect, and Inclusion

Length: 1.5 hours

Target Audience: CEO, COO, CMO, CNO, CIO, governance leaders, senior leaders and managers of quality and strategy, and other healthcare executives

Description: Medical errors are the third leading cause of death in the United States at 220,000 to 440,000 people dying each year from preventable errors according to the Centers for Disease Control and Prevention. Clinicians and hospital staff face a devastating impact as a result of being involved with a medical error especially in organizations without a support system in place. Moreover, only 64% of staff who responded to the 2016 Agency for Healthcare Research and Quality (AHRQ) Hospital Survey on Patient Safety Culture’s hospital comparative database felt that reported mistakes led to positive changes. To help healthcare leaders achieve total system safety across the continuum, ACHE, and the Institute for Healthcare Improvement/National Patient Safety Foundation Lucian Leape Institute developed a guide “Leading a Culture of Safety: A Blueprint for Success”. This Blueprint is designed to help leaders shape, create and sustain the type of organizational culture needed to ensure patient and workforce safety and inspire healthcare leaders on the journey to zero harm. This Chapter Template is part of a series and designed to cover two of the six critical domains to develop and sustain a culture of safety. The two domains covered in this template include: domain 1, “establish a compelling vision for safety” and domain 2, “value, trust, respect and inclusion”.

Faculty: Moderator plus two to three panelists. Moderator should be a healthcare executive with experience in strategies to improve patient safety performance in their organization. Preferably a CEO, CMO, CNO or Chief Safety Officer. A healthcare consultant who has worked with an organization on patient safety/organizational culture initiatives at the senior-level could also be considered as a moderator. Panelists should include at least one CEO and senior healthcare executives who can draw on their experiences of creating effective strategies to improve organizational culture, and patient safety performance and have been responsible for implementing improved processes based on quality and patient safety metrics relevant to their organization and community.

Topics for Discussion:
- Overall background and purpose of the document “Leading a Culture of Safety: A Blueprint for Success”.
- A brief review of each of the six domains.
- A brief review of how the guide is organized in two levels - foundational and sustaining and provides overarching strategies and tactics, and assessing execution.
- Deep Dive into Domain One: “Establish a Compelling Vision for Safety”
- Strategies and Tactics: foundational and sustaining (provide examples of how organizations can implement)
- Review- “Assessing Execution”
- Deep Dive into Domain Two: “Value, Trust, Respect, and Inclusion”
- Strategies and Tactics: foundational and sustaining (provide examples of how organizations can implement)
- Review: “Assessing Execution”
- Self-Assessment Tool”: Domain One and Domain Two

Questions for Discussion:

1. Describe your organization’s journey toward embracing a culture of safety.
2. What specific steps have you taken to create a vision for safety?
3. How can leaders instill this vision throughout the organization and how can middle managers and senior leaders be ready to execute the vision for safety?
4. What have been your challenges and ways you overcame those challenges?
5. What specific steps have you taken to create value, trust, respect and inclusion?
6. What have been your challenges with establishing organizational behaviors that lead to trust, respect and inclusion?
7. Can you provide examples of how your senior leaders and managers have demonstrated trust, respect and inclusion?
8. How are you measuring and evaluating key safety and culture initiatives?
9. Is there one thing that may have caught you off guard or was unexpected as a result of an initiative?

Materials for Distribution:


Additional Resources:


