**Shared learning for patient safety**

In a patient-safe future:
- Learning for safety is easy
- Improvement is supported
- Investigations are consistently good

**Action:**
- Set and meet goals for learning and share insight
- Remove barriers so clinicians and patients can share learning
- Report on the effectiveness of investigations into unsafe care
- the hub, an online platform to share learning about patient safety

**Professionalising patient safety**

In a patient-safe future:
- We have standards and accreditation for patient safety
- Behaviour, attitudes, skills and knowledge for all staff are underpinned by defined competencies
- We are safer by design: guidance, resources and toolkits are widely available and used
- We have enough staff with the correct skills to undertake critical tasks safely

**Action:**
- Build system-wide expertise in patient safety and human factors
- Initiate and support the development of standards, resources, competency framework and accreditation for patient safety

**Data and insight for patient safety**

In a patient-safe future:
- We measure and manage healthcare to be safe, we don’t just measure harm
- We report on patient safety performance
- We identify shortfalls in patient safety performance early and address them

**Action:**
- Develop practical models for measuring, reporting and assessing patient safety performance. These include both qualitative and quantitative data
- A panel of experts to identify critical data and insight for safety
- Patient safety designed into digital health initiatives as a core principle

**Leadership for patient safety**

In a patient-safe future:
- Leaders address risks through the design of safer care
- Leaders challenge a blame culture through their behaviour and words
- Leaders adopt governance that specifies standards, actions and behaviours

**Action:**
- Set and deliver patient safety goals, outcomes and standards
- Convene leadership forum for the design and coordination of safe care
- Systems approach with human factors

**Patient engagement for patient safety**

In a patient-safe future:
- Patients are engaged as valued partners in their healthcare
- Patients are part of the patient safety team
- Governance requires patient engagement including publishing safety goals, standards and performance
- After unsafe care, patients, families and staff are supported and cared for at every stage

**Action:**
- Organisations fund, recruit, train and support patients to become patient safety advocates
- ‘Harmed patient care pathways’ for patients, families and staff

**Culture for patient safety**

In a patient-safe future:
- Our culture encourages and supports patient safety
- It is easy and safe for anyone to raise, discuss and resolve safety concerns
- Organisations demonstrate empathy, respect and rigour when addressing unsafe care

**Action:**
- Publish goals and programmes to eliminate blame and fear
- Measure culture transparently and report progress
- Share and celebrate innovation through the hub and Patient Safety Learning Awards
Patient Safety: A Blueprint for Action

MINIMAL
Aiming to meet statutory and regulatory requirements

- Board and leadership commitment
- Incidents recorded and reported
- Patients informed of safety risks and consent to treatment
- Patients and families engaged when things go wrong

ACTIVE
Actively seeking opportunities to improve patient safety

- Patients actively engaged in the safety of their care
- Safe staffing
- Patient advocates
- Staff training on systems and human factors
- Safety culture assessment
- Patient safety impact assessments

PROACTIVE
Reducing harm, supporting staff, plans to deliver a patient-safe future

- Proactive redesign for safety
- Patient safety embedded in decision-making
- Staff and patients reporting unsafe care and near misses
- Learning informs safety improvement
- Blame culture behaviour not tolerated
- Leadership for patient safety including patient engagement

PATIENT-SAFE FUTURE

- Patient safety in integrated care
- Minimal avoidable harm
- Safety is a core purpose
- Safe for staff

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