

patient safety learning

A Blueprint for Action

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

patient safety learning } *the hub*

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

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

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

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

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

