

Lean Pharmacy and Delivering on the Patient Safety Promise

DESCRIPTION

A patient safety centric culture is built on a foundation of transparency and trust. Care givers must know that they have the ability to speak up about risks to patients, and report defects without fear of retribution. Despite widespread attention to the importance of establishing a patient safety culture, healthcare organizations often struggle to achieve it. What lessons can we learn about optimizing organizational culture from Virginia Mason Medical, Rhode Island Hospital and other healthcare quality leaders? And how do we tap into decades of learning at Toyota, GE, Motorola, and other manufacturing quality leaders? Participants will examine their own work environment, and identify barriers and pathways to building a strong patient safety culture.

LEARNING OBJECTIVES

1. Discuss the impact of organizational culture on patient safety.
2. Identify routines or organizational habits that lead to a patient safety centric culture.
3. Outline those patterns, behaviors, and cultural norms that act as road blocks to open communication and threaten patient safety.
4. Evaluate what the healthcare industry can learn from decades of intense focus on quality in the manufacturing sector.