



CONSONUS
HEALTHCARE

Medication Pass and Behavior Choices

DESCRIPTION

Healthcare can be safe, but not risk free. We weight risk/benefit daily. If a defect happens during a med pass, do we blame the individual or the system or both? We can learn a lot about our behavior choices when it comes to our systems. There are two types of environments – blame free or punitive. And there are three types of behavior – human error, at-risk, and reckless. We must ask ourselves, how good is our medication system? What system of accountability best supports system safety? Somewhere in between the blame free and punitive culture is where we get the best outcome. In the end, good systems paired with good behavioral choices account for good results. When a system is designed with reliability, employees continually look out for risk and make thoughtful behavior choices.

LEARNING OBJECTIVES

1. Learn how the behavior choices of individuals and an organization's culture affect medication errors.
2. Examine how to deal with behavioral choices and adjust systems accordingly.
3. Review the difference between a blame-free culture and a punitive one.