



The Ottawa  
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## THE OTTAWA HOSPITAL

### *Building and Supporting a Just Culture of Patient Safety*

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## Building and Supporting a Just Culture of Patient Safety

The Ottawa Hospital adopts an open, fair and just culture as a core value. The environment in which we provide care to our patients is high risk in nature and so we must all learn from errors and potential errors, without fear of blame or punishment to individual staff.

Staff will be provided with the tools and knowledge to lead cultural change and create a safety-supportive culture, an open reporting environment and participate in generating solutions for addressing safety concerns.

### Characteristics that will promote trust and a culture of patient safety:



#### Leadership and accountabilities

- Commitment to knowing our values and meeting expectations
- Organizational accountability (e.g. structures, systems, managing change, individual program, staff)
- Individual accountability for quality of personal choices made



#### Teamwork, communication and system design

- Trust and respect for each other
- Open and positive communication methods used
- Management-to-staff teaching/instruction
- Peer-to-peer collaboration
- Designing for safe system/processes



#### Reporting, understanding and learning

- Recognize and identify risks in unit/department
- Report events, potential events and system weaknesses in PSLs
- Feedback and lessons learned shared with staff in unit/department



#### Education, resources and training

- Knowledge, skills, and awareness in patient safety (e.g. TOH Patient Safety Education Program in ELM)
- Ongoing learning and training opportunities (e.g. Annual TOH Patient Safety Conference)
- Resources and other information on myHospital