PATIENT SAFETY

People, systems and culture are interconnected.

Focusing on system improvement and learning, rather than individual performance, drives actions that support patient safety and incident management.

from Patient Safety Culture, Canadian Patient Safety Institute.

Marcia A. Docherty, PhD - Island Health, Fielding Graduate University

incidents are

opportunities

for learning

adapting

effectively

to changing

demands

Situated Competence: Resolving the Paradox between Professional Competence and Quality Improvement

working

together



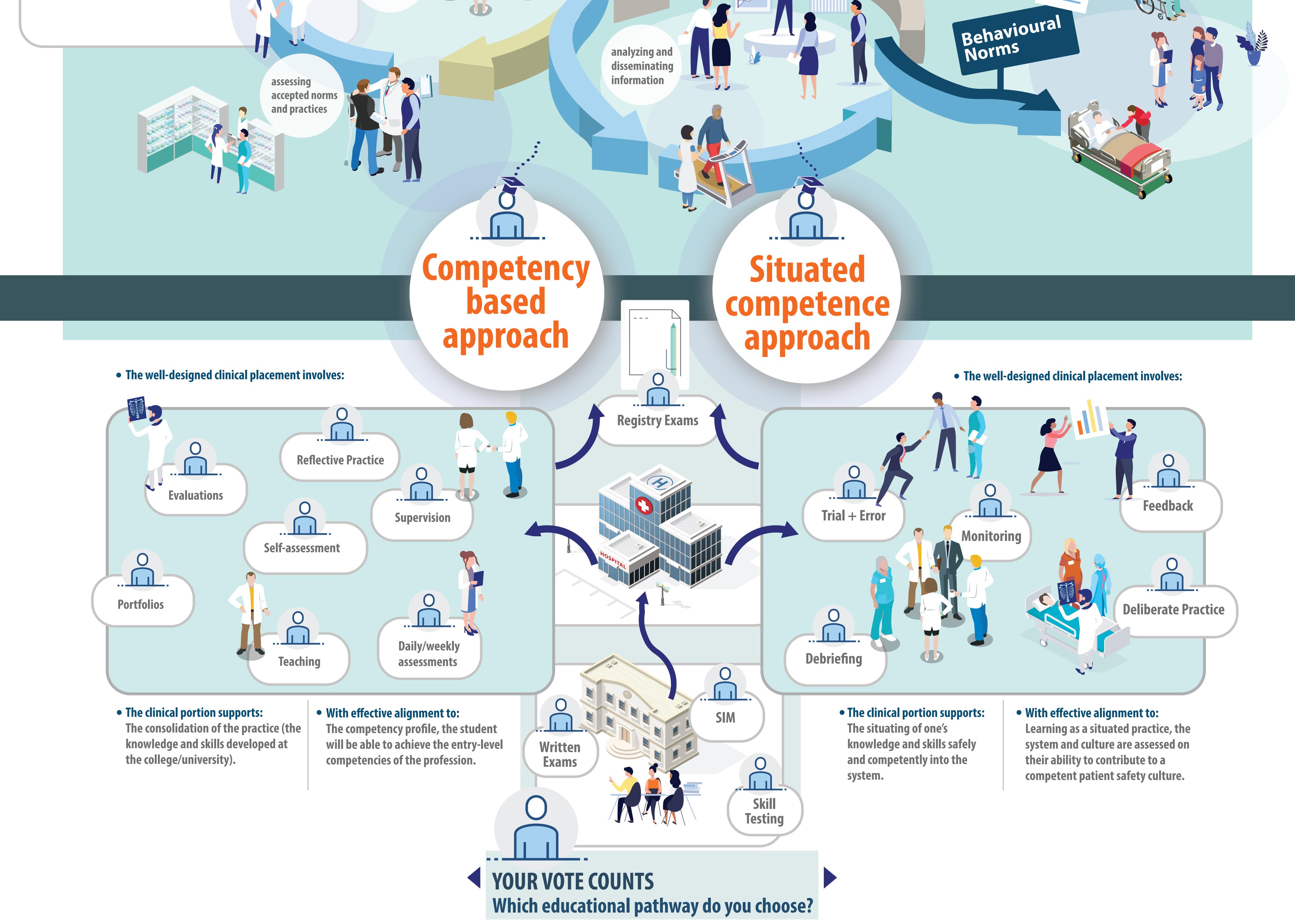
Informed Culture

Reporting Culture

Learning Culture

Flexible Culture

Just Culture





For more information contact: marcia.docherty@viha.ca poster designed by: rosa.gocher@viha.ca