

## Culture of Patient Safety

### Policy

Canterbury DHB is committed to providing a safe environment for all individuals. Promotion of safety and prevention of harm must be the first consideration in all actions.

The culture of safety and the ongoing promotion of a safe environment is reliant on Canterbury DHB employees and staff working in services funded by Canterbury DHB promptly reporting incidents and accidents and “near misses” to enable identification and correction of system problems.

The reporting and investigation focuses on the “how and why” not the “who”.

### Responsibilities

#### Governing Body

- Receives and monitors ongoing patient safety reports.
- Allocates adequate resources to support a patient safety programme.

#### Management

- Provides training on the implementation of policies and procedures/guidelines.
- Educates staff regarding incident and accident reporting and continuous safety and improvement.
- Involves staff in investigation processes and corrective action activities.
- Focuses on the “how and why” of an incident or accident. How and why did it occur, etc., rather than “who” may have contributed to it.
- Ensures safe practice by all individuals by appropriate evaluation processes.
- Establishes a culture that encourages and supports incident or accident reporting.
- Supports the implementation of corrective measures and plans and involves staff accordingly.
- Promptly escalates incidents or accidents of actual or potential harm where there is significant risk to the organisation.

**Individual Employees**

- Are familiar with and competent to follow policies and procedures applicable to assigned duties.
- Promptly report incidents and accidents or near misses.

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| <b>Policy Owner</b>          | Clinical Board |
| <b>Date of Authorisation</b> | 1 June 2005    |