

The ABCs of Patient Safety

by Doni Haas, RN and Lorri Zipperer, MA

- A**ccountability is not always about a person.
- B**lame hides the truth about error.
- C**ultures must change.
- D**ocument facts.
- E**rror is our chance to see weakness in our systems and people.
- F**ocus on prevention.
- G**ather evidence to support facts.
- H**ear when you listen.
- I**nvestigate cause.
- J**ustice should include compassion, disclosure and compensation.
- K**nowledge must be shared.
- L**earning from others' mistakes benefits all.
- M**ake the effort to look beyond the obvious.
- N**othing will change until you change it.
- O**pportunities for solutions are lost by blame.
- P**artner with patients and practitioners.
- Q**uestion until you can no longer ask "why?"
- R**eporting error is suppressed by blame.
- S**ystems are where practitioners practice.
- T**hink about the blunt and sharp end.
- U**nderstand the role of accountability.
- V**alue the patient's perspective.
- W**hy, Why, Why, Why, Why = root cause.
- X**-ray vision sees the deeper story.
- Y**ou can make a difference.
- Z**eroing in on cause brings us one error closer to zero error.

