

Slide 1

**Reliability, Culture of Safety, &  
HIT**

Unit 3

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Slide 2

**Objectives**

- Discuss reliability science as a tool for ensuring safety
- Examine how ultra safe organizations operate
- Identify how teams make wise decisions



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Slide 3

**Reliability**



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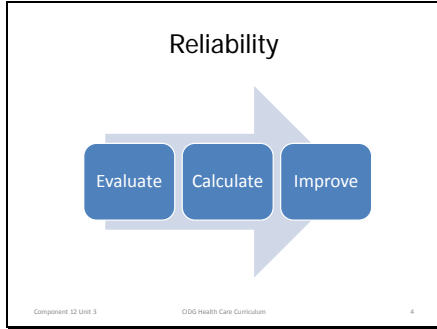
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Slide 4



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Slide 5

### Reliability

**Prevent Failure**

- Best practice guidelines, tools, techniques
- Awareness campaigns
- Memory aids
- Checklists
- Making the desired action the default

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Slide 6

### Reliability

**Identify and Mitigate Failure**

- Reduce fatigue and distraction
- Standing orders for best practice treatments
- Electronic flags
- Independent double-checks

**Redesign for Success**

- Understand where the failure is occurring
- Determine the remedy

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Slide 10

### High Reliability Organizations Sensitivity to Operations



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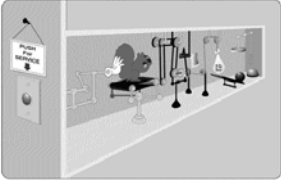
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Slide 11

### High Reliability Organizations Reluctance to Simplify



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Slide 12

### High Reliability Organizations Preoccupation with Failure



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Slide 13

### High Reliability Organizations Preoccupation with Failure



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Slide 14

### High Reliability Organizations Resilience



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Slide 15

### Culture

“the shared perceptions of the individuals within the team or an organization about what is good, right, important, valued, supported, or expected at any given time.”

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Slide 16

**The Blame Game**

Pointing the finger at people rather than systems



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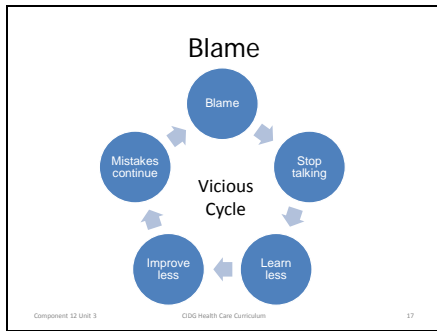
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Slide 17



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Slide 18

**Blame**

- Limits learning
- Increases likelihood of repeat errors
- Drives self-reporting underground



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Slide 19

### Just Culture

- Focuses on identifying and addressing systems issues that lead individuals to engage in unsafe behaviors
- Maintains individual accountability by establishing zero tolerance for reckless behavior
- Distinguished between human error, at-risk behavior, and reckless behavior
- Response to error or near miss is predicated on the type of behavior associated with the error, not the severity of the event

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Slide 20

### How to Promote a Culture of Safety

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graph TD; A[Accept responsibility] --> B[Value learning from mistakes]; B --> C[Learn to recognize risky behaviors];
```

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Slide 21

### How to Promote a Culture of Safety

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graph TD; A[Speak up if something is not right] --> B[Listen to others & discuss ways to prevent error]; B --> C[Take action to reduce risk];
```

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Slide 22



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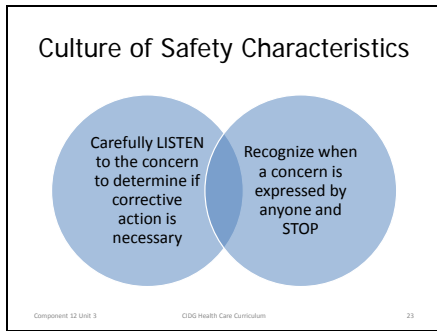
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Slide 23



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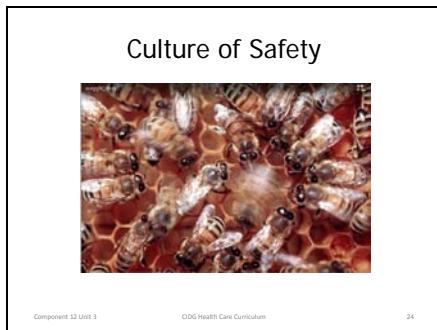
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Slide 24



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