Curriculum Development Centers Program

Awardee of The Office of the National Coordinator for
Health Information Technology

HIT Infecting a Patient Safety Culture

Unit 9b: Strategies for Adaptive Work

This material was developed by Johns Hopkins University, funded by the Department of Health and Human Services, Office of the National Coordinator for Health Information Technology under Award Number IU24OC000013.

Objectives

At the end of this segment, the student will be able to identify strategies for adaptive work that can be useful to HIT initiatives.

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Last Phase of Talk

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Adaptive Change

http://www.riftvalleysafari.com/Mountain%2520climbing.jpg

Monsters

Image: http://top-10-list.org/2009/08/

Third Principle

Image Source: 2005
Crosskeys Media®

Change

Image: MS Clipart

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Michigan

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Loss

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Adaptive Change

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Multiple Hats

Image: MS Clipart

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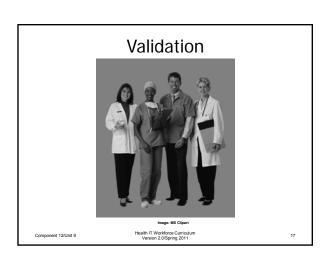Version 2.0/Spring 2011

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Blame

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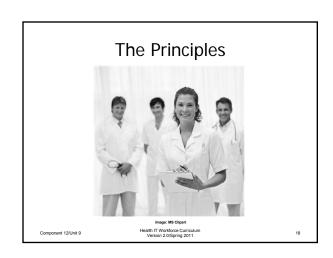## Adaptive Change

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Resistance

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Committed

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Intentions

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Validation

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The Principles

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Hospitals

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Passion

Image: MS Clipart

Hopkins

Image: MS Clipart

The Myth

Medical Error

Image: MS Clipart

Summary

- Be unwavering in the hill you are about to climb; invite others to help you climb it
- Make sure that there are no monsters in the bathroom
- Surface the real and perceived loss
- Value the dissenter
- Assume that healthcare providers want to do what's right for patients

References

- Peter Pronovost speech on October 27 2010 at the Legg Mason Capital Management. Full transcript is available from: http://www.leggmason.com/thoughtleaderforum/2010/conference/speakers/pronovost-transcript.asp

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