



## BCSLS Telehealth Video Broadcast

With Susan Thomas, MA, ART

# *Patient Safety Culture – Implementing and Sustaining it in the Medical Laboratory*

January 21, 2010

The term ‘safety culture’ was first used in a 1988 report prepared by the International Nuclear Safety Advisory Group on the Chernobyl nuclear disaster. The term ‘patient’ safety culture came sharply to the attention of the public and medical professionals in a report from the Institute of Medicine (2000) which recommended that a change in culture was essential in order to avoid tens of thousands of patient deaths annually caused by preventable medical error. There are many patient safety-focused initiatives underway at the federal, provincial and health authority level that share the same intent – to shift culture across our healthcare organizations.

Healthcare is considered to be a complex, dynamic and high risk environment. The medical laboratory has a history of implementing very effective patient safety practices – but does this good work reflect a safety culture? How does it fit with the need for an organization-wide shift to a culture of patient safety? This session will discuss:

1. the definition of a culture of safety and identification of its sub-cultures
2. the importance of the healthcare industry learning from the nuclear, airline and other industries considered to be highly reliable with respect to safety
3. the characteristics of a culture of patient safety
4. why ‘no blame’ is central to a culture of safety and why this must be linked to accountability for actions
5. why a patient safety culture is about social learning and about how individuals think and how they behave

**Susan Thomas** holds a Master of Arts in Leadership and an ART in Clinical Chemistry. A strong personal interest is patient safety in the context of the practice of laboratory medicine and understanding how errors are made and how they can be prevented. Susan is the Clinical Laboratory Manager at Royal Columbian Hospital and has held a number of senior positions in her career including the Director of Quality, Provincial Health Services Authority Laboratory Services; the Leader, Pathology Division for the Diagnostic Accreditation Program; and other senior management roles in both the private and public medical laboratory sectors. Susan is a member of the faculty and development team for the University of British Columbia Certificate Course in Laboratory Quality Management

**Details:** Thursday, January 21, 2010 at 6:00pm – 8:00pm (PDT)

Registration fee for this event: \$25 BCSLS Members/\$50 Non-Members

Online Registration is available on our web site at [BCSLS Education - Live Events](#)