



**American College of Physician Executives**

## **High Reliability Organizations: Putting Safety Culture to Work in Healthcare**

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### **What You Will Learn**

#### **Human Performance in Complex Systems**

The participant will learn the fundamentals of human reliability and technology solutions to improve performance in complex systems. The presentation will include an overview of:

- Principles of systems thinking and reliability
- Understanding why humans experience errors and why events happen
- The Prevent, Detect, and Correct (PDC) approach to improving system reliability
- Four behavior-shaping factors of Cook's Sharp-End model: performance culture, process & protocol, technology accelerators, and intuitive environment.
- Three types of human error in Reason's Generic Error Modeling System (GEMS)

#### **Creating a Culture of Safety**

The participant will learn fundamentals of culture and the use of culture in developing an effective error prevention approach. The presentation will include information about:

- Lessons from other high-reliability organizations: Weick, Amalberti, and Rickover.
- A 3-step approach for creating a culture of safety
- Proven behaviors and tools for human error prevention
- Psychological causes of non-compliance
- Fundamentals of effective accountability systems
- A crucial leadership role: fixing causes, not fixing problems