

Hello, thank you for joining the National Action Alliance webinar. We will begin at 3pm EST.
Thank you.

Good Afternoon! Welcome to the National Action Alliance for Patient and Workforce Safety Webinar: Making Safety a Core Value: Building the Foundation of a Safety Culture.

Today's presentation is being recorded and slides and a playback will be available following the call.

Housekeeping: Please keep your computers muted and cameras off during the presentations.

This webinar is being recorded, and meeting materials will be made available a few days after the call.

Good Afternoon! Welcome to the National Action Alliance for Patient and Workforce Safety Webinar: Making Safety a Core Value: Building the Foundation of a Safety Culture. We will begin at 3:00 PM!

Please kindly place your lines on mute and keep your camera off. (Advanced thanks!)

Questions, comments and feedback are welcome here in the chat!

Is it possible to send slides and recording after the session? Thanks!

The full report and the change package can be found here: <https://www.ahrq.gov/action-alliance/resources/index.html>.

The report: "Best Practices to Strengthen Safety Culture, Leadership and Governance."

The full report and the change package can be found here: <https://www.ahrq.gov/action-alliance/resources/index.html>.

On webinar.

Is there a closed caption option on Teams?

Yes—one moment. We will send you the directions.

Will these slides be shared?

For closed captioning: ► Go to **meeting controls** at the top of the screen and select **More actions** > **Language and speech** > **Show live captions**

Yes, slides and recording will be made available on the NAA website a few days post call. To easily find bookmark: <https://www.ahrq.gov/action-alliance/webinars/index.html>.

I'm having computer issues. Will we get a recording of this?

Yes, the recording and slides will be made available.

Host—try to click on three dots in LK box to mute.

Is it possible to elaborate on what drove renaming to SQS?

Terribly sorry, we have limited functionality with this platform and are trying to mute the individual.

Dr. Tittle, can you discuss approaches you used to educate and move the culture of the Board to embrace safety as a top value and shift from blame/fear to transparency/improvement?

Thank you for your question. We will address after the presentations!

Others feel free to ask your questions, make comments here.

How are leaders mentored to respond when people speak up—to decrease the courage needed to speak up.

Dr. Tittle, can you please comment further on how you follow through and track results of action plans?

How do we ensure that the perspectives of both leadership and the staff that we are all engaged in our work and committed to safety by speaking up.

Thank you for these questions! Feel free to add more here!

Is it possible to send out slides and the recording following this session? Thanks!

Slides and the recording will be made available a few days after the call. Please bookmark the NAA website: <https://www.ahrq.gov/action-alliance/webinars/index.html>.

Are the slides advancing?

Yes, consistent with the speaker's direction.

I can't wait to share these great examples with the rest of the team!

Can you share more of what is on the tiered board?

Is the digital board on the units?

Maturity matrix—and pathways!! I love that you are assisting in the sustainment of these safe practices.

For the Mayo Clinic huddle boards—if they are in areas where they are visible to patient/families, have you had much feedback from patients/families about the boards? Do they question what the information means?

PFACs and patient involvement in and on your leadership boards is important.

What does coaching for leaders to engage in healthy conflict or disagreement look like?

When data is unfavorable, how are leaders coached to discuss data with a focus on curiosity and learning and diminishing judgment?

<https://music.apple.com/us/album/teach-your-children/53381558?i=53381601>

“Teach Your Children,” by Crosby, Stills, Nash & Young on Apple Music

Song · 1970 · Duration 2:59

Please feel free to add your questions/comments here in the chat.

How do you send the cards?

Can you send any more data on what is required for the projects submitted for your quality awards program?

Where is the patient involvement?

Staff engagement is that there is ownership in their work!!!!!!!

All teach, all learn!

+1 for just culture and personal accountability.

Do you publish your findings publicly so that others can learn from your mistakes, and if so, how do you do this?

Fantastic presentations!!! Lots of opportunities for learning, growing, and improving.

Great presentation

For smaller, independent hospitals without the resources for a large-scale program, what is the one or two things you would say is most important to start?

How do you grow social capital in your organization? The Mayo Clinic has an inter- and intra-connected community—specifically, never saying no to a colleague. It is part of the "soil" of the culture. "Social Capital in Healthcare" is a new book by Tom Lee that might be good for the book club.

Social Capital in Healthcare: How Trust and Teamwork Drive Organizational Excellence <https://www.pressganey.com/company/leadership/thomas-lee-book-social-capital-in-healthcare/>

Healthcare's Path Forward: A Book by Thomas Lee

Learn about the healthcare industry's future from Thomas Lee, Press Ganey's expert in healthcare leadership and reform.

Besides culture measurement (very important) and number of incidents & processes (e.g., closure, RCAs), how do you actually measure whether your organization is getting safer?

Thank you! It does help!

Can you elaborate on how you assess competencies for board members as to the below criterion:

Agreed, Marty!

Thank you everyone - Great Presentations!!!!!!

Fantastic presentations! Thank you all for sharing your knowledge and experience!

Thank you!!!

Thank you very much!

This awesome! Thank you for sharing!

Thank you!

Thank you, Marty - appreciate your work

Excellent presentation! Thank you all!

Thank you!