Culture consists of values, attitudes, and beliefs that can have an impact on resident safety, care outcomes, and staff satisfaction.

Culture influences how change can occur.

**T**eam Formation

The most effective teams are diverse. Make sure your team includes people of differing perspectives and roles.

**E**xcellent Communication

Communication should be effective. Communication at transfer and shift changes is especially critical. Team members, employees, residents, and family members should feel encouraged to speak up.

**A**ssess What’s Working

Assess and share project data to encourage, inspire, and motivate the facility staff, residents, and family members. Re-evaluate your culture annually. Are the intended changes happening?

**M**eet Monthly

Evaluating culture is an ongoing process. Meet regularly to discuss team successes and barriers and to review your data trends. Review cases of resident safety issues (e.g., catheter-associated urinary tract infections) each month to find causes and solutions.

**S**ustain Efforts

Make plans for sustaining the project as you launch the project. Integrate elements of the project in your day-to-day work. Don’t forget to celebrate the team’s wins!

The AHRQ Safety Program for Long-Term Care: HAIs/CAUTI