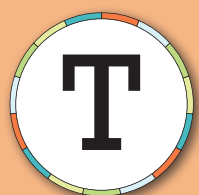


Culture consists of values, attitudes, and beliefs that can have an impact on resident safety, care outcomes, and staff satisfaction.

Culture influences how change can occur.

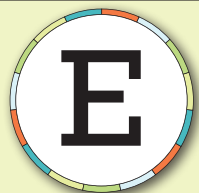
# REMEMBER T.E.A.M.S. TO IMPROVE SAFETY CULTURE



## Team Formation



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



## Excellent 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.



## Assess 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?



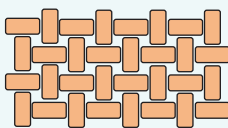
## Meet Monthly



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.



## Sustain 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!