

Safety Culture Improvement Readiness Assessment

The following questions are designed to engage organizational leadership in discussion about readiness to undertake comprehensive safety culture improvement. When complete, the assessment can aid in articulating the mandate for change which the organization may share with leaders and associates. Questions encourage reflection on past safety culture efforts as well as factors proven to contribute to successful outcomes in safety culture transformation – senior leadership engagement, medical staff engagement, and organizational ability to focus and support the culture transformation effort.

CTS – Critical-to-success evaluation

Consider the following:	Our assessment:
1. Give examples of past and/or current efforts related to safety improvement. Were these successful? Why or why not?	
2. How does your organization measure safety ? Over the past two years, has safety performance gotten better, worse, or stayed about the same? What credible evidence informs your perception?	
3. When asked this question – “What comes across as most important to our organization : customer satisfaction, financial performance, quality of care, or protecting patients from harm?” – what would staff say? What would operational leaders say? What would members of the medical staff say?	
4. CTS Why is your organization interested in improving safety? Is your motivation internally driven (e.g. a watershed event of harm, a general sense of “it’s the right thing to do”) or externally driven (e.g. regulatory requirements, financial pressures)?	
5. CTS What is the general attitude and sense of ownership of the CEO regarding the relative importance of safety and safety culture improvement? What does this person say (or not say) and do (or not do) that indicates this?	

Consider the following:	Our assessment:
6. What is the general attitude and sense of ownership of the rest of the senior leadership team – COO, CNO, CMO, CFO, CIO – regarding safety and safety culture improvement? What do these people say (or not say) and do (or not do) that indicates this?	
7. CTS What is the general attitude and sense of ownership of the medical staff leader regarding safety and safety culture improvement? What does this person say (or not say) and do (or not do) that indicates this?	
8. Which individual(s) would you most likely tap to operationally lead your safety culture improvement effort? Are they in a position and do they have skills to influence up and influence down in the organization?	
9. CTS Does your organization have any major landmark initiatives or projects – such as a move to a new facility or major IT system implementation – currently underway that are occupying the attention and focus of the organization?	
10. Are there other factors that you think would propel your success or thwart your success in safety culture improvement?	