



Position statement **Patient safety culture**

The purpose of this position statement is to outline key considerations when building a Patient Safety Culture

NENZ adopts the ICN statement on Patient Safety that acknowledges that patient safety is fundamental to quality health and to nursing care. This approach to patient safety includes actions in the recruitment, training and retention of health care professionals, performance improvement, environmental safety and risk management; and includes infection control, safe use of medicines, equipment safety, safe clinical practice and maintenance of a safe environment of care. Reference to the body of scientific knowledge focused on patient safety and the infrastructure to support its development is a key success factor.

A patient safety culture relies on inter-disciplinary commitment to a safety culture. Nurse Leaders need to be able to work in a clinical governance model with senior medical, allied health and management colleagues utilising professional relationships and communication, safety technology, adopting best practice as well as effective systems and processes.

Service delivery should be based on evidence and best practice.

A patient safety culture requires investment in people and processes so that there is open dialogue, trust in a 'just' culture and team review of actual/potential errors and evaluation of progress.

Effective nursing practice is a key focus in a safe patient care delivery system. This includes having the right people, in the right place, at the right time, doing the right thing to achieve the right outcome.

Care delivery models must support sufficient numbers of qualified nurses to undertake skilled assessment, care planning, expert intervention, appropriate delegation and supervision and effective evaluation of health outcome.

Patient Safety is a key strategic priority for NENZ, which supports national initiatives to build a patient safety culture.

Nurse Leader Considerations

- The Lead Nursing role in any health provider organisation is to set and manage the standard of nursing practice expectations.
- The Lead Nursing role co-leads the Clinical Governance framework through which the organisation is accountable for continuously improving the quality of their services and safeguarding high standards in an environment in which excellence in clinical care flourishes
- Systems and processes to monitor nursing indicators and provide evidence of quality improvement support a safe workplace and proactive service setting
- Nurse commitment to a patient safety culture is fostered through supporting initiatives, achievements and addressing of issues that impact on service delivery.



Key documents

Department of Health. (2013). Treating patients and service users with respect, dignity and compassion and protecting patients from avoidable harm. Author: Don Berwick. (August 2013). A promise to learn – a commitment to act: improving the safety of patients in England.

Health Safety and Quality Commission: www.hqsc.govt.nz

Institute for Healthcare Improvement. (2007). <http://www.ihl.org/IHI/Programs/Campaign/>

International Council of Nursing <http://www.icn.ch/pspatientsafe.htm>

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Aiken, L.H., Clarke, S.P., Sloane, D.M., Sochalski, J., & Silber, J.H. (2002). Hospital Nurse Staffing and Patient Mortality, Nurse Burnout, and Job Dissatisfaction, *JAMA*. 288: 1987-1993.

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