



Medical-Dental Staff Orientation Guide

Medical-Dental Staff Services

mdss@christianacare.org

[Union Hospital Medical Staff Services](#)

Mdscredentialing@christianacare.org

Physician Relations

physicianrelations@christianacare.org





Dear Colleague,

Welcome to ChristianaCare!

Our Medical-Dental staff includes more than 2,300 physicians, surgeons, podiatrists, dentists, and other healthcare providers representing every medical practice and specialty.

We are excited to have you as part of our team and hope you find the information contained in this brochure helpful.

Please feel free to contact us with any questions or needs at

MDSS@ChristianaCare.org

Mary Stirparo
Corporate Director, Medical-Dental Staff Services

physicianrelations@christianacare.org.

Mike Cinkala
Director, Provider Relations
ChristianaCare

Orientation Guide Contents

ChristianaCare Way and Values.....	4
Anticoagulation and Antithrombotic Therapy	4
Center WorkLife Wellbeing	4
Clinical Documentation/Coding	4
Clinical Guidelines and Protocols	4
Clinical Trials and Research	5
Code of Conduct.....	5
Compliance	5
Computer Assistance.....	5
Continuing Medical Education (CME).....	5
Credentialing/Privileging.....	6
Culture of Responsibility.....	6
Fire Safety and Emergencies	6
Fitness Centers.....	6
Focused Professional Practice Evaluation (FPPE).....	6
Food Offerings	6
Hospitalist Services	7
ID Replacement and Badge Access.	7
iLEAD CareRef SharePoint.....	7
Infection Prevention.....	7
Keeping in Touch.....	7
Lounges	8
Medical Executive Committee (MEC).....	8
Medical Libraries	8
Ongoing Professional Practice Evaluation (OPPE)	9
Parking	9

Orientation Guide Contents (continued)

Patient Identification	9
Patient Relations.....	9
Policies and Guidelines.....	10
PowerChart	10
Privacy	10
Public Website Profile and Referrals.....	10
Quality and Safety.....	11
Rapid Response Team (RRT).....	11
Sentinel Events.....	11
Appendix A: Important Phone Numbers.....	15
Appendix B: ChristianaCare Just Culture	16

ChristianaCare Way and Values

- At ChristianaCare, our mission is simple and profound: we take care of people. In the community, in our physician practices and at our hospitals. "We serve our neighbors as respectful, expert, caring partners in their health.
- We serve together, guided by our values; excellence and love. [Learn more.](#)

Anticoagulation and Antithrombotic Therapy

- In 2008, the Joint Commission (JC) initiated a National Patient Safety Goal to reduce patient harm related to the use of anticoagulant medications.
- To help our Clinicians provide safer, expert, and evidence-based anticoagulation management, ChristianaCare developed The Anticoagulant and Antithrombotic Formulary Guide.
- This Guide is a succinct yet comprehensive reference indispensable to providers.
- It's readily available on the ChristianaCare portal via **Policy Manager** application in the **Care Management Guidelines & Algorithms** section.

Center for WorkLife Wellbeing

- As a dedicated, compassionate health care provider, you may find that being on the frontline of health care can be challenging, stressful and even traumatic at times. Caring for the sick and suffering, victims of illness, and violence can test your resiliency and even lead to burnout.
- At ChristianaCare's Center for WorkLife Wellbeing, we partner with you, our caregivers, to give you the support you need to be healthy in mind and body to care for others, to stay energized and to feel good about the exceptional work you do every day.
- [Learn more about our commitment to caregiver wellbeing and access support resources.](#)

Clinical Documentation/Coding

- Clinical documentation and coding accuracy is vital to the quality and safety of patient care.
- Please contact our Clinical Documentation Improvement (CDI) Team for more information at 302-320-4223.

Clinical Guidelines and Protocols:

- Our guidelines are based on systematic review of clinical evidence and are designed to assist caregivers in the care of their patients.
- While many of our guidelines are embedded in our electronic record, you can also visit our [Policy Manager system](#) and search for the guideline(s) you want to learn more about.

Please note: the above link is located on our internal portal and will not be accessible until after you are credentialed and receive an 801 number and network password.

Clinical Trials and Research

- ChristianaCare participates in clinical research programs of high quality and may invite patients or members of our community to join with us. [Learn more.](#)

Code of Conduct

- The expectations of members of our Staff are outlined in the [ChristianaCare Medical-Dental Staff Bylaws](#). Please take time to familiarize yourself with these.

Compliance

- ChristianaCare is dedicated to maintaining excellence and integrity in all aspects of its operations and professional business conduct.
- As healthcare providers, we have a responsibility to make sure that we are doing things the right way when it comes to billing, accounting, purchasing, business transactions, and vendor selections.
- Our Compliance Program supports our mission of adhering to federal, state, and other regulatory agencies' laws, rules, and requirements. The Program does this by maintaining a culture of compliance that promotes the prevention, detection, and resolution of conduct that does not conform to laws, regulations, ChristianaCare policy, or the ChristianaCare Code of Conduct.
- As part of our commitment, you will be required to complete initial compliance training, and annual compliance training thereafter.
- For compliance related questions or to report a suspected violation, you can reach the Office of Corporate Compliance & Ethics:
 - Compliance Office Phone: 302-623-4646
 - Compliance Email: compliance@christianacare.org
 - Compliance Hotline: 877-REPORT-0 (877-737-6780)

Reports to the Compliance Hotline are confidential and can be anonymous.

Computer Assistance

For questions or assistance regarding your computer access and training needs, please use the following resources:

- PowerChart/Dragon: PowerUpTeam: 302-733-1777 or ileadpowerupteam@christianacare.org
- General computer issues & questions: IT Customer Service Center: 302-327-3637

Continuing Medical Education (CME)

- ChristianaCare coordinates a variety of learning opportunities including regularly scheduled series (RSS), single course symposia/one-time virtual activities and enduring materials. All activities are accredited by the Accreditation Council for Continuing Medical Education (ACCME) and Medical Society of Delaware (MSD).

- For a current list of upcoming events, please [visit our webpage](#) or contact our Office of CME at 302-733-3868 or cme@christianacare.org.

Credentialing/Privileging

- ChristianaCare requires all providers to be credentialed through the Medical-Dental Staff Services Department prior to the delivery of any care or treatment.
- Credentialing appointments last for a period of three years, at which time you will need to apply for renewal.
- For questions regarding this process, contact Medical-Dental Staff Services at 302-623-2597 or MDSS@christianacare.org or for Union Hospital at 443-245-7330 or MDSCredentialing@christianacare.org.

Culture of Responsibility

- The concept of Just Culture is a critical component of ChristianaCare's approach to patient safety. The four (4) areas of focus within the Culture of Responsibility are:
 1. Advance our learning culture
 2. Promote an open and fair culture
 3. Design safe systems
 4. Managing behavioral choices.

Fire Safety and Emergencies

- ChristianaCare is committed to providing a safe environment for our patients, visitors, and staff.
- We look to partner with our caregivers in this effort; please report any safety concerns immediately to nursing or medical leadership.

Fitness Centers

- Along with 24-hour access on both Christiana and Wilmington campuses, the fitness centers offer group exercise classes.
- To schedule an appointment or request more information, please stop by the fitness center in the basement of the E Tower at Christiana Hospital or call 302-733-3925.

Focused Professional Practice Evaluation (FPPE)

- Focused Professional Practice Evaluation is required by the Joint Commission. This assessment of competence is applicable to all new members as well as current members requesting additional privileges.
- For more information, please contact the Medical-Dental Staff Services Department at 302-623-2597 or MDSS@christianacare.org or Union Hospital at 443-245-7330 or MDSCredentialing@christianacare.org.

Food Offerings

- Click [here](#) for information on hours and locations.

Hospitalist Services

- ChristianaCare Hospitalist Partners specializes in the care of hospitalized adults. The service can be reached at 302-623-0188.
- ChristianaCare Pediatric Hospitalists specializes in the care of hospitalized children. The service can be reached: 302-733-4200.

ID Replacement and Badge Access

- Security offices are located in the basement level at Christiana Hospital and on the right-hand side of the emergency entrance at Wilmington Hospital.
- For any ID replacement needs or badge access issues, please contact Security.
 - Christiana: 302-733-1247
 - Wilmington: 302-320-4941

iLEAD CareRef SharePoint Site

- Our interprofessional iLEAD team is dedicated to the professional development, education, training, and wellbeing support of our caregivers.
- The team develops career and leadership development, clinical education, CME and CNE activities, change management guidance and much more.
- Click [here](#) to join the iLEAD CareRef SharePoint Site to access these resources.

Please note: the above link is located on our internal portal and will not be accessible until after you are credentialed and receive an 801 number and network password.

Infection Prevention

- The ChristianaCare Infection Prevention Department is responsible for surveillance, and the prevention and control of infections related to our patients, visitors, and caregivers. IP works closely with all essential services throughout the hospital campuses and with our Ambulatory offices. Our duties include identifying infections and environmental risks, collecting and analyzing data, conducting contact investigations and Infection Response Team calls when needed, educating caregivers and patients, and evaluating products and equipment used at ChristianaCare.
- Infection Prevention collaborates with our State and local Public Health departments on reportable diseases and conditions. Additionally, Syndromic Surveillance is conducted electronically to Public Health via patient triage records from our emergency rooms.
- Visit our IP website, located on the ChristianaCare Portal, for specific information about epidemiologically significant diseases and emerging infections, isolation precautions and recommended PPE, sterile instrument reprocessing, the hand hygiene program, and our annual Flu Vaccination Campaign. Our Priority Initiatives aimed at the prevention of CLABSI, CAUTI, C. difficile and surgical site infections (SSI) and date for hospital-acquired and community-acquired infections (Tableau dashboard) are also located on the IP website.

- To reach our Main Infection Prevention Office, please call 302-733-3506 during business hours, Monday-Friday 7:30am-4:30pm. An Infection Preventionist is also available by Vocera at all times for urgent questions.

Keeping in Touch

Cell Phone

- All members of our Medical-Dental Staff as well as APNs and PAs are required to supply the Medical-Dental Staff Services Office with a cell phone number.
- This information is placed on the secure internal physician directory to help facilitate communication amongst providers.

Email

- Email is utilized to communicate important updates about your credentialing status as well as critical operationation updates. It is extremely important that you provide us with an email address that is checked daily.
- For the latest news and information relevant to you and your practice, you may also use our mobile news app, Caregiver Connect. You may download it in your favorite app store by searching for "Limeade One".

Vocera Web Console:

- Our non-physician staff will use this standardized online paging system to notify you of many clinical conditions, including but not limited to uncontrolled pain, GI bleed, medication order clarification as well as other conditions and requests.

Vocera Secure Messaging

- This tool is a secure, HIPAA-compliant 2-way enterprise messaging solution available via PC browser (web console) or smartphone (Android or iOS). Senders can immediately see the message status to determine when a message is sent, delivered, opened, and read.
- It also integrates with Vocera voice for Calling features, such as Calling by role (i.e., Call Charge Nurse). [Learn more and access setup instructions.](#)

Please note: the above link is located on our internal portal and will not be accessible until after you are credentialed and receive an 801 number and network password.

Updating Your Information

- Please contact either Medical-Dental Staff Services or Physician Relations when your personal or practice contact information changes.
 - Medical-Dental Staff Services: MDSS@christianacare.org
 - Union Hospital Medical Staff: MDSCredentialing@christianacare.org
 - Physician Relations: PhysicianRelations@christianacare.org

Lounges

- ChristianaCare provides Physician Lounges at Christiana, Wilmington, and Union hospitals which are accessible 24/7 and offer computer workstations, printers, phones, faxes, lockers, coffee, couches, and cable television.
 - Christiana Hospital – E Tower lower level, room LE51
 - Wilmington Hospital - First floor, room 1Eg1

- Union Hospital-Second Floor Medical Staff Office

Medical Executive Committee (MEC)

- The MEC is the primary governance committee for the medical staff and is the only committee that the Joint Commission requires.
- With your input, this committee carries out important staff functions, such as credentialing and privileging, quality improvement initiatives and adopting and implementing policies.
- This committee manages the process for approving and amending the medical staff bylaws and rules and regulations.
 - ChristianaCare [Committees](#)
 - ChristianaCare [Executive Leadership](#)

Medical Libraries

- ChristianaCare operates medical libraries for you and your patients' convenience. In addition to a wide variety of journals and medical texts, library staff is available to conduct literature searches at your request.
- For more information, please contact our Library Services team at 302-733-1115 or deptmedlib@christianacare.org.

Ongoing Professional Practice Evaluation (OPPE)

- Ongoing Professional Practice Evaluation (OPPE) is designed to continuously evaluate a practitioner's performance.
- In addition, OPPE identifies practice trends that can impact the quality of care and patient safety, as well as provide the Department Chair information about a practitioner's completing to maintain existing privileges.
- You may be asked to undergo a period of focused review for those privileges that are infrequently exercised.
- For more information, visit our [Policy Manager system](#) and search for the Ongoing Professional Practice Evaluations policy.

Please note: the above link is located on our internal portal and will not be accessible until after you are credentialed and receive an 801 number and network password.

Parking

- **Christiana Hospital:** Physician parking is located in lots "C" (near the Delaware Academy of Medicine Entrance in the E Tower) and the "E" lot directly across the street, in front of the Emergency Department. OB/GYN and Oncology physicians should check with their sections for specific parking instructions.
- **Wilmington Hospital:** There are reserved parking spots for physicians on the first floor of the Patient/Visitor Parking Garage on Jefferson Street. Please call the Public Safety Office at 302-320-4941 if you have any questions.

Patient Identification

- A National Patient Safety Goal (NPSG) since 2003, requires that all providers use at least two identifiers when providing care, treatment, and services.
- Please introduce yourself to the patient. Ask the patient to state his/her full name and date of birth.
- Always check the patient ID band to verify that the identifiers are correct. This process should be used for all encounters.
- For more information, visit our [Policy Manager system](#) and search for the Patient Identification policy.

Please note: the above link is located on our internal portal and will not be accessible until after you are credentialed and receive an 801 number and network password.

Patient Relations

- ChristianaCare has a Patient Relations team to assist patients and families with questions related to their care. Members of this department may occasionally reach out to you for supporting information related to the investigation of a case.
- Please visit the ChristianaCare [Patient Relations webpage](#) for more information.

Policies and Guidelines

- ChristianaCare uses a software system called Policy Manager to store and display the most current versions of all policies. [Click here to access it](#) and be sure to review the following key policies:
 1. Chain of Command
 2. Code of Conduct
 3. Disclosure – Communication of Unanticipated Patient Event/Outcome
 4. Electronic Health Record: Appropriate Use of EHR Functionality Tools
 5. Information Security Management
 6. Informed Consent
 7. Focused Professional Practice Evaluation (FPPE), Proctoring
 8. Medication Management -Medication History and Reconciliation
 9. Ongoing Professional Practice Evaluation (OPPE)
 10. Pain Management
 11. Medical-Dental Peer Review
 12. Clinician Fitness to Practice
 13. Privacy – A Master Policy on Privacy
 14. Restraints, Guidelines for Use, Non-Violent or Non-Self-Destructive Behavior
 15. Restraints and Seclusion, Guidelines for Us, Violent or Self-Destructive Behavior
 16. Suicide/Homicide Prevention/Precaution

PowerChart

- PowerChart is ChristianaCare's EMR. Completion of training is required prior to use of the system.

- While some training is available on our [external site](#), you may complete additional training with an instructor or via the [Learning Space](#).
- For assistance with PowerChart, contact our Powerup team at 302-733-1777 or ileadpowerupteam@christianacare.org
- General computer issues & questions: IT Customer Service Center: 302-327-3637

Privacy

- ChristianaCare is committed to protecting individual's right to privacy of their health information.
- Providers with any questions regarding the policies or procedures related to privacy should contact the Privacy Office at 302-623-4468 or PrivacyOffice@christianacare.org.
- Please visit the [ChristianaCare Privacy Page](#) for additional information.

Public Website Profile and Referrals

- As a member of our Medical-Dental Staff, ChristianaCare offers you the opportunity to include a brief biography, photograph, and other demographic information about you in our public medical directory for viewing by your patients and families.
- You may receive referrals based on your specialty which include any other privileged skills you have. This website will direct patients to your office.
- Providers employed by ChristianaCare should contact their practice manager to update this information and private practice providers should contact physicianrelations@christianacare.org for additional information.

Quality and Safety

- ChristianaCare has a robust quality and safety program.
- You can report any safety or quality concern by calling the Safe Hotline at 302-623-SAFE and/or to The Joint Commission Office of Quality & Patient Safety without fear of retribution or retaliatory action from ChristianaCare.
- For reports and clinical resources, please visit [Clinical Effectiveness](#) on the ChristianaCare portal.

Please note: the above link is located on our internal portal and will not be accessible until after you are credentialed and receive an 801 number and network password.

Rapid Response Team (RRT)

- The Rapid Response Team (RRT) is composed of a critical care RN, respiratory therapist, and physician at Wilmington and Christiana Hospitals.
- This team assists the patient caregiver in assessing and stabilizing the patient's condition and organizing information to be communicated to the patient's physician. RRT also takes on the role of educator and support to the staff, patient, and family.
- The nurse may activate this team, or, in some cases, the patient or family member may request activation of the team. The attending physician is notified when a RRT has been activated.

Sentinel Events

- A sentinel event is a patient safety event (not primarily related to the natural course of the patient's illness or underlying condition) that reaches a patient and results in death, severe harm (regardless of duration of harm), or permanent harm (regardless of severity of harm)

An event is considered a Sentinel if it is one of the following:

- Death caused by self-inflicted injurious behavior if any of the following apply:
 - While in a health care setting
 - Within 7 days of discharge from inpatient services
 - Within 7 days of discharge from emergency department (ED)
- While receiving or within 7 days of discharge from the following behavioral health care services: Day Treatment/Partial Hospitalization Program (PHP)/Intensive Outpatient Program (IOP), Residential Group Home, and Transitional Supportive Living. Unanticipated death of a full-term infant
- Severe neonatal hyperbilirubinemia (bilirubin > 30 milligrams/deciliter)
- Discharge of an infant to the wrong family
- Abduction of any patient receiving care, treatment, and services
- Any intrapartum maternal death
- Any elopement (that is, unauthorized departure) of a patient from a staffed around-the-clock care setting (including the ED), leading to death, permanent harm, or severe patient harm.
- Administration of blood or blood products having unintended ABO and non-ABO (Rh, Duffy, Kell, Lewis and other clinically important blood groups) incompatibilities, hemolytic transfusion reactions, or transfusing resulting in death, severe harm, or permanent harm.
- Sexual abuse/assault of any patient while receiving care, treatment, and services while on site at organization or while under the care of supervision of the organization
- Sexual abuse/assault of a staff member, visitor, or vendor while on site at the organization or while providing care or supervision to patients
- Physical assault (leading to death, permanent harm, or severe harm) of any patient while on site at the organization or while under the care or supervision of the organization.
- Physical assault (leading to death, permanent harm, or severe temporary harm) of a staff member, visitor, or vendor while on site at the organization or while providing care or supervision to patients.
- Homicide of any patient receiving care, treatment, and services while on site at the organization or supervision of the organization.
- Homicide of a staff member, visitor, or vendor while on site at the organization or while providing care or supervision to patients..
- Surgery or other invasive procedure performed at the wrong site, on the wrong patient, or that is the wrong (unintended) procedure for a patient regardless of the

type of procedure or the magnitude of the outcome. Note: Invasive procedure is defined as “a procedure in which skin or mucous membranes and/or connective tissue are incised or punctured; an instrument is introduced through a natural body orifice; or foreign material is inserted into the body for diagnostic or treatment related purposes.”

The following non-inclusive list provides examples of events that would be considered a sentinel event:

- Central line placed in wrong patient
- Punch excision of incorrect mole
- Computed tomography with contrast performed when not intended
- Unintended retention of a foreign object in a patient after an invasive procedure, including surgery *Note: if a foreign object is intentionally left in the patient because of a clinical determination that the relative risk to the patient of searching for and removing the object exceeds the benefit of removal, this would not be considered a sentinel event to be reviewed.

However, in such cases, the organization shall 1) disclose to the patient the unintended retention, and 2) keep a record of the retentions to identify trends and patterns (for example, by type of procedure, by type of retained item, by manufacturer, by practitioner) that may identify opportunities for improvement. (The Office of Patient Safety will maintain a record of intentionally retained foreign objects)

The following non-inclusive list provides examples of events that would be considered a sentinel event:

- Retained vaginal sponge post vaginal delivery
- Retained throat packs following an ear, nose, and throat procedure
- Fluoroscopy resulting in permanent tissue injury when clinical and technical optimization were not implemented and/or recognized practice parameters were not followed
- Fire, flame, or unanticipated smoke, heat, or flashes occurring during direct patient care caused by equipment operated and used by the organization.

Note: To be considered a sentinel event, equipment must be in use at the time of the event; Staff do not need to be present.

Examples of events that would not be considered a sentinel event:

- Spark, smoke, or flame from an electronic device brought to the facility by the patient for his/her own use, such as a tablet, phone, or game system.
- A socket spark resulting from equipment plugged into an outlet if no harm to a patient. Any delivery of radiotherapy to the wrong patient, wrong body region, unintended procedure or > 25% above the planned radiotherapy dose.

Severe maternal morbidity (leading to permanent or severe harm). Note: There is judgement involved and not all cases of severe maternal morbidity will meet the sentinel event definition. If the bleeding is expected and related to the natural course of the

patient's condition such as bleeding from a placenta previa, it will not be considered a sentinel event).

A patient safety event that occurs intrapartum through the immediate postpartum period (24 hrs.) not related to the natural course of the patient's illness or underlying condition, that requires the transfusion of 4 or more units of packed red blood cells and/or admission to the intensive care unit (ICU).

Fall in a staffed-around-the-clock care setting or fall in a care setting not staffed around the clock during a time when staff are present resulting in any of the following: any fracture; surgery, casting, or traction; required consult/management or comfort care for a neurological (for example, skull fracture, subdural or intracranial hemorrhage) or internal (for example, rib fracture, small liver laceration) injury; or a patient with coagulopathy who receives blood products as a result of the fall; death or permanent harm as a result of injuries sustained from the fall (not from physiologic events causing the fall)

One of the ways we demonstrate our commitment to patient safety is through our Sentinel Event Policy. In addition to performing a root cause analysis (RCA) on the events above, we routinely look at other events that result in harm or could result in harm to your patients.

Our RCA process has adopted techniques from such High Reliability Organizations such as Aviation and Nuclear Power Industry. Our physician led teams are multidisciplinary and the recommendations are evidence-based. Leadership commitment to explore and integrate system level strategies has resulted in the implementation of technology such as the Smart Pump. We have consulted with external experts such as Human Factor Consultants to assess and modify such processes as the "sponge count". We collaborate with vendors to change packaging design.

Moreover, the support of our staff and members is a significant part of the process. Our Post Event Debrief Process is a forum for staff to express themselves in a safe, supporting, learning environment. Initial discussions help members understand what happened, why it happened, what would normally occur and what we might do differently in the future. This interdisciplinary roundtable enhances open discussion and assists in supporting the disclosure process.

Appendix A: Important Phone Numbers

	Christiana	Wilmington
Admitting	302-733-1259	302-733-1259
Bed Control	302-733-1275	302-733-1275
Case Management/Social Work	302-733-2222	302-320-4941
Compliance Hotline	877-737-6780	
CME: Continuing Physician Professional Development	302-623-3882	
ED Triage	302-733-1620	302-320-4880
HIMS (Medical Records)	302-733-1111	302-320-2212
Human Resources Service Center	302-327-5555	
IT Help Desk	302-327-3637	
IT Physician Liaison (for help with PowerChart)	302-733-1777	
Laboratory/Pathology Results	302-733-3615	302-320-6801
Medical- Dental Staff Services (credentialing)	302-623-2597	
Operator Services (General Information)	302-733-1000	
Patient Relations	302-733-1340	302-320-4608
Physician Relations	302-623-0595	
Pharmacy	302-733-2188	302-320-6843
Radiology Services		
Films	302-733-1747	302-320-2144
	302-733-1800	302-320-2251
Reports		
Rehabilitation, Center for		302-320-6920
Security	302-733-1247	302-320-2937
Visiting Nurse Association (VNA)	302-327-5200	
Wound Care Center	302-320-4050	

Appendix B: ChristianaCare Culture of Responsibility and Physicians

Just Culture is a commitment to create an environment of shared responsibility among all members of the healthcare team: from leaders, to physicians and caregivers, to those who create and administer the systems in which care is delivered. The focus is on improving systems and creating a learning environment that encourages colleagues to voice concerns, raise issues and report errors and near misses without fear of retribution or punitive action. Recognizing that mistakes will happen, Just Culture helps us define and manage human error, at-risk and reckless behavior to create a consistent managerial approach that removes the potential for unsafe behavior. Ultimately, it will help us design safer systems, manage behavioral choices, and create a standard for how to treat colleagues when errors do occur.

The Four Cornerstones of a Just Culture include:

Advance Our Learning Culture

- Acknowledges the thirst for knowledge and need to understand both individual and organizational risk.
- Those involved learn from their mistakes and share this learning in a way that supports performance improvement and encourages safe behavioral choices.

Promote an Open and Fair Culture

- Error reporting is transparent.
- Caregivers feels safe reporting errors, giving others the opportunity to learn from them.
- Near misses are reported as a learning opportunity to reduce future risk or error.

Design Safe Systems

- Managers and caregivers work collaboratively to design systems that anticipate human error, capture errors before they reach the patient or caregiver, and that allow for recovery when errors do reach the patient.

Manage Behavioral Choices

- Understands and anticipates that humans will and do make mistakes.
- Management of behavioral choices allows achievement of desired safety outcomes.

September 2024