

Transportation Research Board  
Emergency Medical Services  
Safety Subcommittee ANB 10(5)

**SAFETY CULTURE**



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OF THE NATIONAL ACADEMIES

**What is Culture?**

*“The way we  
do things around here”*



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**Safety Culture – The Way we  
Do Things That Keep Us  
Safe?**

*But how do we do that in the  
world of Emergency Medical  
Transport?*

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**We could stay on the ground**



*For sure – we would not end up like this*



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**Or Like this!**



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**But we are responding to a need and so we must assess and mitigate our risks**



**And sometimes that means we need to change the culture – the mindset that responds with “But this is the way we have always done things around here??”**

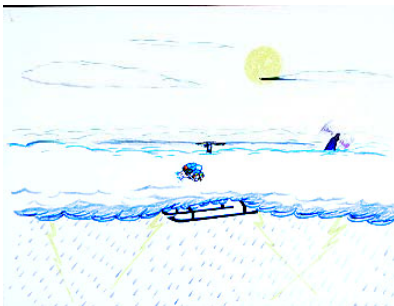
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**What practices have changed here?**



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**And Here?**



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**And Here?**



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## How do we impact change?

- What targets do we consider for improving Quality and Safety in our organizations?
- How do we change behaviors and practices?

## 04.04.04 in the 8<sup>th</sup> Edition CAMTS Accreditation Standards as follows:

04.04.04 The program has a process to measure their safety culture by addressing:

1. Accountability
2. Authority
3. Professionalism
4. Organizational Dynamics

## Safety Culture Surveys

The science of measuring safety culture is just evolving but healthcare and aviation organizations are increasingly aware of the need for assessment tools to improve safety.

Agency for Healthcare Research and Quality (AHRQ) Patient Safety Survey

## Anonymous Survey Tool *submitted electronically*



Scoring and comments are submitted by each employee.

## 24 Questions that Measure Four Main Topics

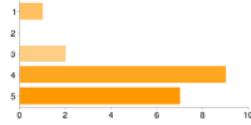
- Work environment
- Supervisor/Manager
- Communications
- Frequency of events reported

## SAFETY CULTURE SURVEY RESULTS

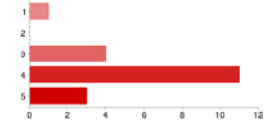
Number of Surveys Sent Out - 42  
Number of Surveys Returned - 24

# WORK ENVIRONMENT

People support each other in this program.

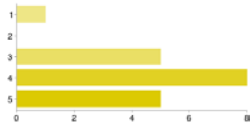


Mistakes have led to positive change.

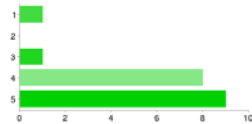


(1 - Strongly Disagree) (2 - Disagree) (3 - Neither) (4 - Agree) (5 - Strongly Agree)  
(Choose other if this question does not apply to you and please explain why it does not apply)

Staff feels like mistakes are not held against them.

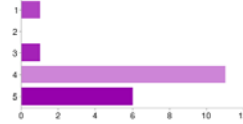


I feel comfortable reporting a safety event.

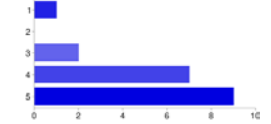


(1 - Strongly Disagree) (2 - Disagree) (3 - Neither) (4 - Agree) (5 - Strongly Agree)  
(Choose other if this question does not apply to you and please explain why it does not apply)

When a safety event is reported, the event is addressed not the person writing it up.

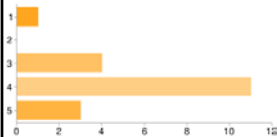


We are actively doing things to improve safety.

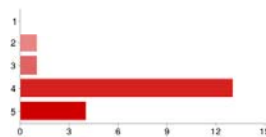


(1 - Strongly Disagree) (2 - Disagree) (3 - Neither) (4 - Agree) (5 - Strongly Agree)  
(Choose other if this question does not apply to you and please explain why it does not apply)

After we make changes to improve safety, we evaluate their effectiveness.

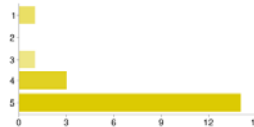


We have operational risk assessment tools to identify mission acceptance and medical decision making that are good at preventing errors from happening.

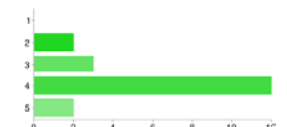


(1 - Strongly Disagree) (2 - Disagree) (3 - Neither) (4 - Agree) (5 - Strongly Agree)  
(Choose other if this question does not apply to you and please explain why it does not apply)

Safety is not sacrificed to accept a mission.

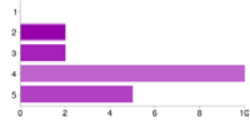


In this program, people treat each other with respect.



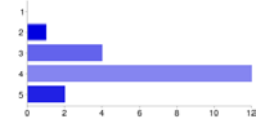
(1 - Strongly Disagree) (2 - Disagree) (3 - Neither) (4 - Agree) (5 - Strongly Agree)  
(Choose other if this question does not apply to you and please explain why it does not apply)

There is good cooperation between the various disciplines (aviation, medical, communications) in our program.

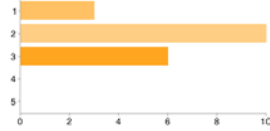


(1 - Strongly Disagree) (2 - Disagree) (3 - Neither) (4 - Agree) (5 - Strongly Agree)  
(Choose other if this question does not apply to you and please explain why it does not apply)

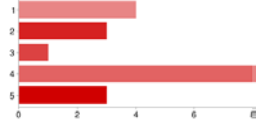
Things do not “fall through the cracks” when communicating with supervisors of the various disciplines.



Information is shared during shift changes.

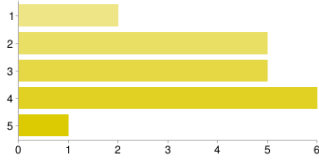


Pre-flight briefing information is shared between disciplines.



(1 - Never) (2 - Rarely) (3 - Sometimes) (4 - Most of the time) (5 - Always)  
(Choose other if this question does not apply to you and please explain why it does not apply)

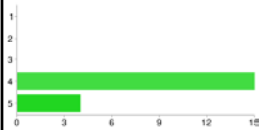
Issues and concerns are shared with each discipline in a post transport debriefing.



(1 - Never) (2 - Rarely) (3 - Sometimes) (4 - Most of the time) (5 - Always)  
(Choose other if this question does not apply to you and please explain why it does not apply)

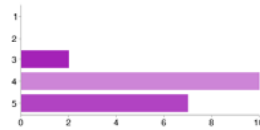
## YOUR SUPERVISOR/MANAGER

My supervisor provides positive feedback when we follow established safety procedures.

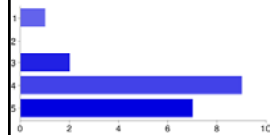


(1 - Strongly Disagree) (2 - Disagree) (3 - Neither) (4 - Agree) (5 - Strongly Agree)  
(Choose other if this question does not apply to you and please explain why it does not apply)

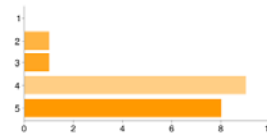
My supervisor seriously considers staff suggestions to improve safety.



When things are extremely busy, my supervisor does not expect us to work faster or take shortcuts.



My supervisor does not overlook safety issues that happen over and over.

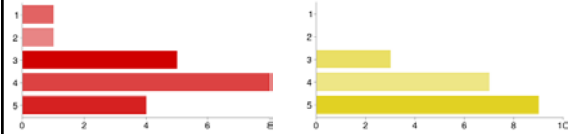


(1 - Strongly Disagree) (2 - Disagree) (3 - Neither) (4 - Agree) (5 - Strongly Agree)  
(Choose other if this question does not apply to you and please explain why it does not apply)

# COMMUNICATIONS

We are given feedback about changes put into place based on event reports.

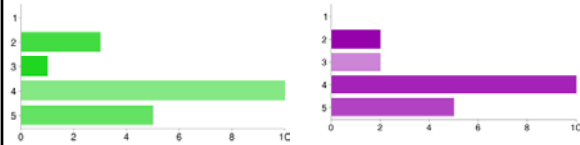
Staff freely speaks up if they see something that may negatively affect safety or patient care.



(1 - Never) (2 - Rarely) (3 - Sometimes) (4 - Most of the time) (5 - Always)  
(Choose other if this question does not apply to you and please explain why it does not apply)

We are informed about errors/issues that occur during missions.

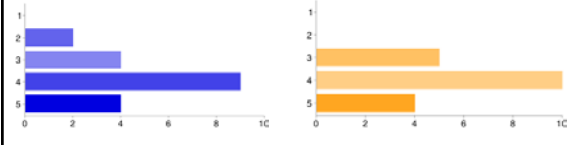
Staff feel free to question the decisions or actions of peers.



(1 - Never) (2 - Rarely) (3 - Sometimes) (4 - Most of the time) (5 - Always)  
(Choose other if this question does not apply to you and please explain why it does not apply)

Staff feel free to question the decisions or actions of those with more authority.

We discuss ways to prevent errors from happening again.

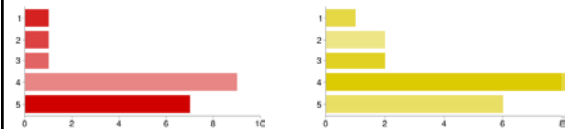


(1 - Never) (2 - Rarely) (3 - Sometimes) (4 - Most of the time) (5 - Always)  
(Choose other if this question does not apply to you and please explain why it does not apply)

# FREQUENCY OF EVENTS REPORTED

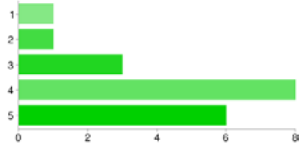
When a mistake/issue occurs, but caught before damage or injury occurs, how often is this reported?

When a mistake/issue occurs, but has no potential to harm or cause damage, how often is this reported?



(1 - Never) (2 - Rarely) (3 - Sometimes) (4 - Most of the time) (5 - Always)  
(Choose other if this question does not apply to you and please explain why it does not apply)

When a mistake/issue occurs that could cause harm or damage, but does not, how often is this reported?



(1 - Never) (2 - Rarely) (3 - Sometimes) (4 - Most of the time) (5 - Always)  
(Choose other if this question does not apply to you and please explain why it does not apply)

## CAMTS Website

- [www.camts.org](http://www.camts.org)

- Order Standards and "Best Practices"
- Download Standards & Policy Manual
- Complete application on-line



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- FAX – 864 287-4251
- Email – [efrazier@aol.com](mailto:efrazier@aol.com)