



National EMS Culture of Safety



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Sept 2010 – Sept 2013

NEMSAC UPDATE

August 29, 2012

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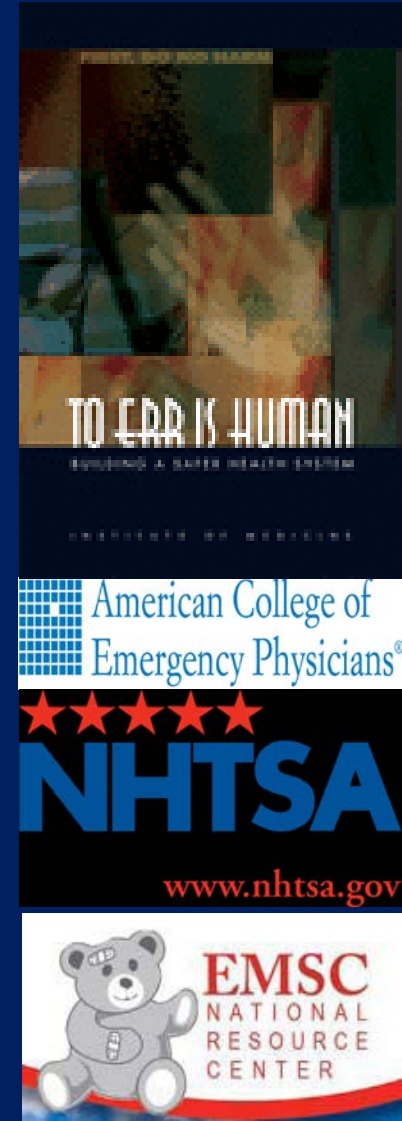
Wichita-Sedgwick County EMS System

Chair, Culture of Safety Strategy Steering Committee



Project Background

- Funded by the National Highway Traffic Safety Administration (NHTSA) Office of EMS and EMS for Children
- Stimulate the growth of a “Culture of Safety” within the EMS community through development of a Strategy document
 - **Where are we?**
 - **Where do we want to be?**





Project Overview

- APRIL 2011** → • Steering Committee Meeting
- JUNE 2011** → • National EMS Culture of Safety Conference
 - 18 Member Steering Committee
 - 21 Member Group of National EMS Organizations
 - Additional invited groups/media
- AUGUST 2011** → • First Draft Delivered to NHTSA
- SEPT 2011** → • NEMSAC Update
 - Steering Committee Review
- DEC 2011** → • Second Draft Due
 - Draft Available for Public Comment



Project Overview

MARCH
2012

- Third Draft Due
- NEMSAC Update

JUNE
2012

- National Review Meeting

AUGUST
2012

- Fourth Draft Due
- NEMSAC Review Draft Presented
- Collect NEMSAC Comments

SEPT
2013

- National EMS “Culture of Safety” Strategy Document
- Dissemination of Strategy



National Stakeholder Meeting

- EMS identified as high-risk industry
- Affects patients, responders and the public
 - Violence
 - Vehicle Operations
 - Medication errors
 - Infectious diseases
 - Lifting and moving patients
- Lack of EMS injury data system
- Limited sources of data



Considerations

- Balance between patient – responder – community safety
- Capitalize on concern for the patient
- Recognition that this is a long process but has intermediate “wins”
- Disparate nature of EMS
- Respect for unique circumstances and environments of EMS



Considerations

- Limited resources
- Incorporate lessons from other fields
- Evidence-based within reason
- Balance between cultural and practical
- Build on existing foundations
- Seek to be emulated



Creating a Culture of Safety

Are we headed in the right direction?

- Vision / Strategy
- Operational tools



Right balance – EMS Personnel, Patient and Safety of the public?

Purpose: One of the challenges Culture of Safety is creating a pervasive culture – one that touches the personnel, the patient and the public.

Safety of the Community vs. Public



EMS Culture and Safety

How do we use the vision / strategy document to seed change in culture?

Vision far into the future



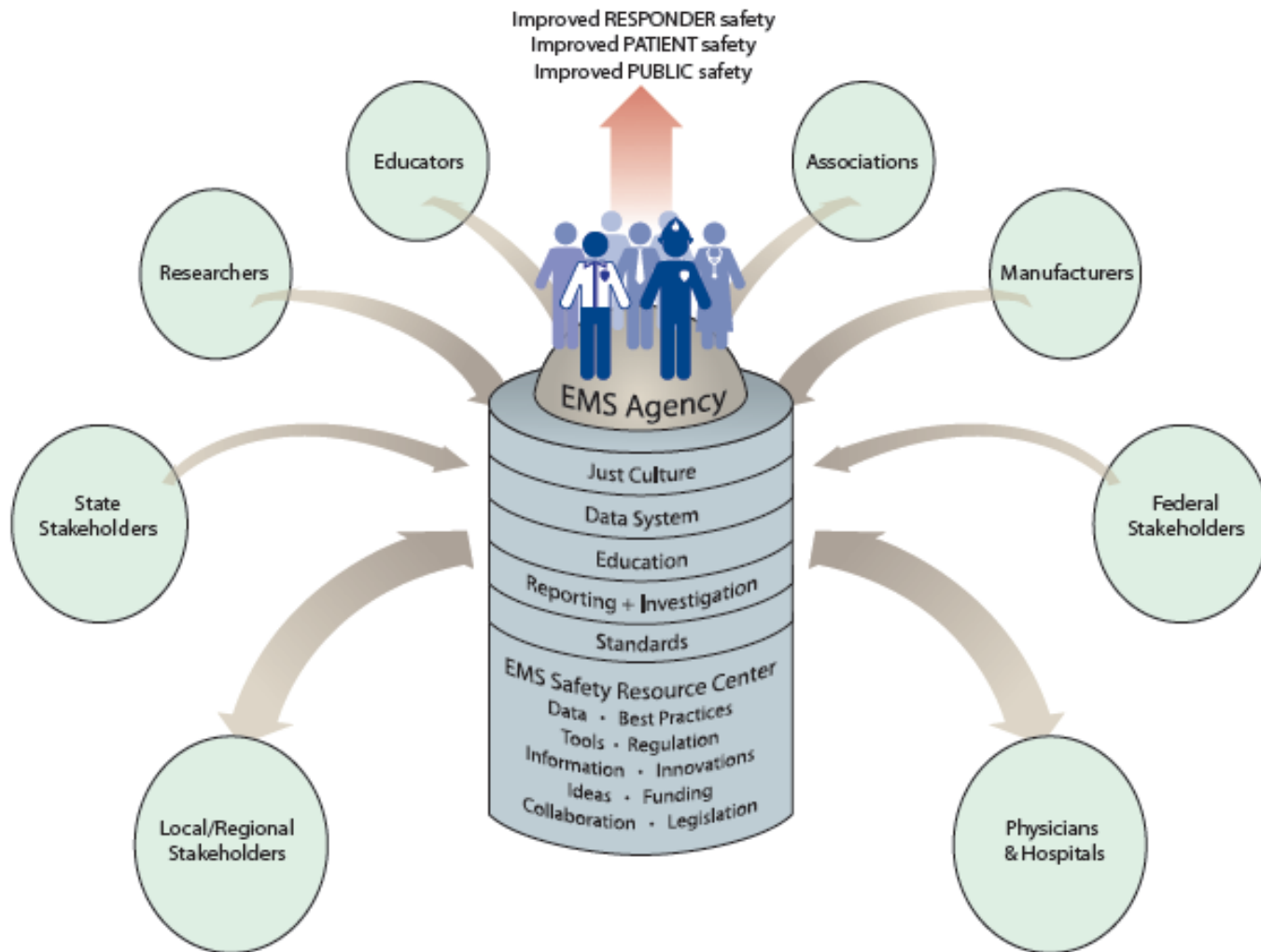
What are we trying to create?

- Environment of empowerment
- Environment of knowledge
- Environment of openness
- Environment of inclusiveness at every level
- Environment of quality



Suggested elements:

- Just Culture
- Coordinated Support & Resources
- National responder and patient safety data systems
- Education initiatives
- Reporting and investigation tools





Just Culture

- **Human error:**
 - individual should have done something other than what he or she did, and
 - the action(s) inadvertently caused (or could have caused) an undesirable outcome
- **Negligent conduct:**
 - falls below the standard reasonable level of skill expected
- **Reckless conduct:**
 - greater culpability than negligence because it is conscious, unjustified, and done in spite of understanding of the likelihood of harm
- **Intentional/willful violations:**
 - know the negative result of the action but do it anyway.



Just Culture

- Separate behaviors from outcomes
 - Base the response to unsafe acts on the behavior itself and the risk it presents,
 - Not on the outcome
- **Console** human error.
- **Coach** at-risk behavior.
- **Punish** reckless behavior.
- ...independent of outcome.



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Coordinated Support and Resources

- Unified message
- Providing visibility to support culture
- “One-stop shopping” for tools
- Collaborating
- Sharing research



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National Data System

- Linkage
- Unified taxonomy
- Anonymous reporting



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Education Initiatives

- Education of leaders
- Build clinical judgment
- New employee onboarding
- Integration and practice of safety in education



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Standards

- Evidence based approach
- Development of standards



NATIONAL REVIEW MEETING

Washington DC-June 19, 2012

- 60 attended General Session
 - Steering Committee,
 - Invited organizations
 - Federal Partners
 - Writers, Public and ACEP Staff
- Steering Committee met the following day



NATIONAL REVIEW MEETING

Highlights and Direction

- Better Define Target Audience
- Directness and Brevity
- Just Culture as a concept vs. a single philosophy
- Reorganize content
- Include Actionable items



NATIONAL REVIEW MEETING

Highlights and Direction

- Survey Organizations to see what they are doing now
- Survey for Suggestions in Moving Forward
- Re-evaluate definition of EMS or remove
- Taxonomy



Next Steps

- Draft 4 for NEMSAC review – November 20, 2012
- Final Draft to NHTSA – May 15, 2013
- Public release of EMS Culture of Safety Strategy—fall 2013



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Steps to Adoption

- Dissemination
- Implementation
- Integration
- Culture Change



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For more information on the project please contact:

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