

Frequently Asked Questions

What is a Culture of Safety?

A culture of safety is one intended to minimize harm to a patient by focusing on processes of care rather than individual blame.

What is an Error in Healthcare?

An error is doing something wrong or failing to do the right thing that could lead to an undesirable outcome or the potential for an undesirable outcome.

What is a High Reliability (HR) Organization?

A high reliability organization is one that operates in hazardous conditions but have fewer than their share of adverse events, e.g., the airline industry.

What is a Just Culture?

A just culture is one in which frontline personnel feel comfortable disclosing errors, including their own, while maintaining professional accountability.

What is a Near Miss/Close Call?

A near miss/close call is an event that could have resulted in patient harm but did not, either by luck or timely intervention.

What does Patient Safety mean?

Patient safety is avoiding and preventing patient injuries or adverse events that result from the processes of health care.