



Healthcare Organization Commitment

Contact Details

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Position

Associate Chief Quality Officer

Organization Name

Dartmouth-Hitchcock

Organization Address

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Participants

Susan McGrath, Director Pt. Surveillance R&D

APSS

Have you reviewed the Patient Safety Movement Foundation's Actionable Patient Safety Solutions (APSS)?

Yes

What Patient Safety Challenge does your Commitment address?

Challenge 1 - Culture of safety

Commitment Name

Culture of Safety

How Many Hospitals Will This Commitment Represent?

1

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Commitment Details

Commitment Summary

There is an opportunity to reduce serious safety events by continuing efforts to improve reliability in the systems and processes used to deliver and support patient care.

Action Plan

Explore the opportunity to hold additional executives accountable for performance through bonus-based compensation programs. Fully transition the Leadership Methods course into mandatory "Leading at Dartmouth" course required for all manager levels. Continue "Error Prevention Training" for all new employees and follow-up with existing employees who haven't taken the course Add the "Root Cause" and "Peer Review" modules to 'OWLS"
Expand focus on just culture

Impact Details

Lives Saved