National EMS Culture of Safety
Sept 2010 – Sept 2013

NEMSAC UPDATE
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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

- Steering Committee Meeting
- National EMS Culture of Safety Conference
  - 18 Member Steering Committee
  - 21 Member Group of National EMS Organizations
  - Additional invited groups/media
- First Draft Delivered to NHTSA
- NEMSAC Update
- Steering Committee Review
- Second Draft Due
- Draft Available for Public Comment
Project Overview

- Third Draft Due
- NEMSAC Update
- National Review Meeting
- Fourth Draft Due
- NEMSAC Review Draft Presented
- Collect NEMSAC Comments
- 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.
Coordinated Support and Resources

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

- Linkage
- Unified taxonomy
- Anonymous reporting
Education Initiatives

• Education of leaders
• Build clinical judgment
• New employee onboarding
• Integration and practice of safety in education
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
Steps to Adoption

• Dissemination
• Implementation
• Integration
• Culture Change
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