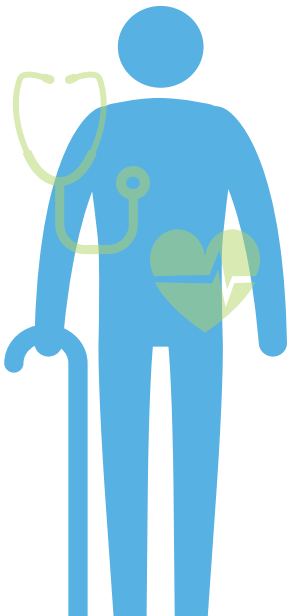




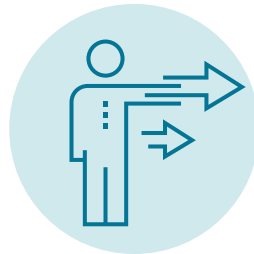
# How to support a patient safety culture

Nurses and employers at all levels have a role in developing and nurturing an environment where colleagues feel able to speak up about unsafe practice.

HERE ARE SOME **GUIDING QUESTIONS** you can use to reflect on whether your facility supports a safe culture:



Does your facility make it clear that **safe behaviours and attitudes are expected**?



Does your organization at all levels consistently **demonstrate and model** safe and healthy behaviours?



Are staff encouraged to bring **patient safety issues forward** to management?

## HOW IS A PATIENT SAFETY CULTURE DEVELOPED?



Create a just environment where colleagues speak up about patient safety issues with a focus on preventing future issues



Promote trust by demonstrating a continuous quality improvement attitude regarding unsafe practice



When relevant, share information with other colleagues about changes that have been made to prevent similar situations in the future

Patient safety culture consists of an environment where people have the confidence to report safety concerns, and trust that concerns will be addressed. For information on reporting obligations, visit [www.cno.org](http://www.cno.org).