

# Press Release

*From the Missouri Center for Patient Safety*



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## **Grant supports effort to improve Missouri's patient safety culture** MOCPS launches Just Culture Collaborative

JEFFERSON CITY, Mo.—A grant from the National Council of State Nursing Boards is bringing together Missouri regulators and health care providers to improve patient safety.

The grant funds the Just Culture Collaborative, an effort led by the Missouri Center for Patient Safety (MOCPS) to establish an understanding of why medical errors happen and establish a common understanding of aspects of culture to improve methods for preventing them.

“Currently there are two radically different philosophies for dealing with medical errors. The first is a punitive method; however, punishing people for honest mistakes can lead to closed lips and a culture that does little to prevent mistakes in the future,” said Becky Miller, executive director of MOCPS.

“The other philosophy, a ‘blame-free’ culture, has its own problems, chiefly in its failure to hold people accountable in instances of truly reckless behavior. The goal of the Just Culture Collaborative is to balance these philosophies,” Miller said.

To kick off the collaborative, MOCPS brought safety expert K. Scott Griffith, chief operating officer of Outcome Engineering, to speak to health care leaders about the just culture concept. Griffith began his career working to increase safety in the airline industry, later adapting these concepts for the health care industry.

“We are all fallible human beings. We all make mistakes. How can we create a system that prevents adverse events?” said Griffith. “Most often when people think of a just culture, they think of a nonpunitive system, they think of nonpunitive reporting ... it is much more.”

Griffith endorsed a system that was understanding of human error, but strict against reckless behavior.

While several health systems and hospitals have incorporated just culture practices into their work, Missouri is one of the first states to take a statewide approach to doing so.

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The grant provides funding for up to 85 organizations, healthcare providers and regulators, to assess current use of Just Culture concepts, receive training in Just Culture concepts and to implement the concepts for improved safety. Recruitment of collaborating organizations will occur through October 31.

Statewide, the following health care leaders have already signed statements of support for the project including:

- Healthcare Services Group
- Liberty Hospital
- Missouri Hospital Association
- Missouri Nurses Association
- Missouri Organization of Nurse Leaders
- Missouri State Board of Healing Arts
- Missouri State Board of Nursing
- Missouri State Medical Association
- Missouri Association for Healthcare Quality
- Missouri Department of Health & Senior Services
- Primaris
- SSM Health Care
- Sisters of Mercy Health System
- St. Luke's Hospital of Kansas City

### **About MOCPS**

MOCPS is a private, not-for-profit corporation dedicated to fostering change throughout Missouri's health care delivery systems and across the continuum of care. Its mission is to improve health care quality and patient safety in collaboration with health care providers, physicians, purchasers, consumers and government.

MOCPS is online at [www.mocps.org](http://www.mocps.org)

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### **Editor's Notes:**

High-resolution photos available upon request. Contact [mheger@primaris.org](mailto:mheger@primaris.org).