Linking the safety culture with quality management and patient experience

Safety culture is the product of individual and group values, attitudes, perceptions, competencies and patterns of behaviors that determine the commitment to and proficiency of the organizations health and safety management. We usually work in the mindset of that we only need to follow policies, procedures, and to be compliant with international standards, putting the human factor and cultural issues at bottom of our priorities. When safety is made into some bureaucratic, legal or committee exercise, it has lost the purpose. This is why I prefer to talk much more about risk than I do about safety. The moment you tell someone you are into safety they think you are either the police or someone who loves checklists. If safety is some engineering exercise of shifting objects to keep some system clean, then I think we have lost the purpose. If safety is about trying to memorize sections of the standards so that we can dominate and rule others, then we have lost the purpose. If safety is a power trip so that we can bully others to ‘keep them safe for their own good’, then we have lost the purpose. Safety should be about none of these things. When we put learning first, people first, relationships first, respect first and living first, then we might get to the heart of safety. Linking the safety culture with quality management and patient experience will be the topic of my presentation.

Biography
Abdulaziz H Abdulbaqi is the Director of Quality improvement & Patient Safety at International Medical Centre, Saudi Arabia. He is a Medical Technologist with extensive experience in clinical & administrative practice, local and international, pursuing excellence thorough learning, sharing experience with my peers and other institutions. He is a Team player, expert in quality management and patient safety & International Healthcare Accreditation Systems. He is also a Surveyor in Central Board of Accrediting Healthcare institutions (CBAHI) in KSA and in the Australian Council for Healthcare Standards for the leadership and Quality. He is passionate for improvements and to be a part of transformational change for better future in healthcare to the country and mankind.

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