

Engaging Physicians in Efforts to Improve Patient Safety

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Where I'm Coming From

- Residency trained, board certified, battle tested
- Completed TeamSTEPPS master training in Nebraska
- Taught master training in Nebraska
- Brought master training to Oregon
- Implemented throughout MVH
- Assisted with implementation at other hospitals, specifically addressing physicians as barriers to training

Why is this topic important?

- When it comes to cultural change directed at teamwork and patient safety, physician engagement has proven to be the #1 roadblock

The Main Barriers to Physician Engagement

- Hierarchy
- Conventional thinking
- Defensiveness
- Prima donnas on pedestals
- Denial
- Lack of information
- Lack on incentive

Mistakes I've Made

- Segregation
- Pampering
- Bribery

Successes I've Seen

- Undeniable and emphatic administrative buy-in for maintenance of a just culture and implementation of safety training, with the backing of the hospital board
- Complete staff involvement
- Peer pressure, from a wide variety of peers (departmental, statewide, regional, national, international)
- Utilizing success stories that whet the appetite

In conclusion

- Physician buy-in is key to successful implementation
- Administrative buy-in is necessary to obtain physician buy-in
- Team work involves the entire team working together
- Success will create more success

Questions? Comments?