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?