

Why Hospitals/Healthcare Systems Should Utilize Patient Safety Coaches

1. Patient Safety Coaches help their patient care teammates consistently provide safe care by **changing unsafe behaviors** into safe behaviors and safe behaviors into safe habits.
2. Patient Safety Coaches encourage the use of **error-prevention tools** and techniques.
3. Patient Safety Coaches **cultivate a culture of mindfulness** to counter the threat of complacency.
4. Patient Safety Coaches help their peers see the risks associated with their behavioral choices and to **make safer behavioral choices** in the future.
5. Patient Safety Coaches observe and **provide timely feedback** to patient care teams about their safety performance.
6. Patient Safety Coaches keep team members **focused on patient safety** and foster personal accountability for the safe performance of patient care.
7. Patient Safety Coaches are the “**consistency coaches**” that make sure that safe care practices and safe behaviors are followed unconditionally.
8. Patient Safety Coaches guide staff efforts in the competent use of safe care practices and the **competent completion of their responsibilities**.
9. Patient Safety Coaches **identify weaknesses in the defenses**, barriers, and controls intended to keep patients safe from harm.
10. Patient Safety Coaches can help staff **minimize the frequency of errors**, event precursors, and resulting patient harm.
11. Patient Safety Coaches provide **safety behavior education** and the continuous reinforcement of new safe behaviors until they become habits.
12. Patient Safety Coaches can have a positive impact on teamwork and foster **improved communication** among team members.
13. Patient Safety Coaches provide the structure for team members to work collaboratively to **learn new patient safety skills** and behaviors.
14. Patient Safety Coaches serve to **raise the “safety conscientiousness”** of patient care team members and help them avoid error traps and potential hazards that could cause harm to patients.
15. Patient Safety Coaches, with their **passion for service and safety excellence**, are the key ingredient in a hospital’s quest to achieve high reliability healthcare and the goal of ZERO patient harm.