

Patient Safety Coach (PSC)

Brief Description, Mission & Vision

Patient Safety Coaches (PSC) provide feedback that increases team member competence. The Patient Safety Coach provides the structure for team members to collaboratively engage in learning new patient safety skills and new safety behaviors. Coaches help facilitate the team's performance of safe care practices and helps ensure that each team member takes personal responsibility for their behaviors and performance of safe practices. Moreover, Patient Safety Coaches assess through observation, the skill, will, knowledge, and abilities of team members and support their personal development and improvement related to the use of error prevention tools and safe care practices. Effective coaching enables patient care teams to engage in self-reflection and self-evaluation leading to improved performance, enhanced collaboration among team members, and ensures that all team members are invested in the team's shared commitment to safe behaviors resulting in safe patient care, all the time.

Patient Safety Coach Mission:

Develop patient care team members and leaders who can consistently apply safe care practices that will result in safe and effective patient care for every patient, in every setting, every time they require care.

Patient Safety Coach Vision:

Patient care teams will report that patient safety coaches are an essential part of patient care teams and that patient safety coaches are critical to improving the adoption of safe care practices, improving teamwork, enhancing organizational resilience, and improving patient outcomes.