

Patient safety is of prime importance at MLH, and our staff is in the best position to let us know how well we're doing. Today marks the beginning of our annual AHRQ Patient Safety Culture Survey, and we invite your feedback on the safety of care and the working environment at MLH.

Please [click here](#) to take the 10-minute survey now. It is confidential and will only report group results; individual participants cannot be identified. The survey is scheduled to end on June 16.

Our extensive efforts to build a more reliable safety culture use three strategies: setting expectations, educating and building skills, and holding everyone accountable for safe behavior. Over the past two years, MLH has taken a number of steps to further improve patient safety. We have:

- trained patient care staff in the *Reliable Culture of Safety* and Crucial Conversations; culture training is now a routine aspect of new employee/physician orientation.
- extended computerized order entry across all our campuses.
- implemented systematic use of infection prevention, falls and pressure ulcer bundles, as well as severe sepsis protocols that reduced death from sepsis by over 40%.
- launched monthly strategies at each campus to embed error prevention tools and leader strategies for reliability.
- experienced hundreds of great catches and patient safety success stories.
- reduced preventable harm by 80%!

In the last survey, nearly three quarters of respondents rated MLH “Very Good” or “Excellent” on patient safety, on providing a safe environment, and on practicing good teamwork. At the same time, the survey highlighted the need to improve handoffs and the willingness of staff to speakup about things that negatively impact patients – even to those with more authority.

Your answers in the survey will help us gauge the effectiveness of our past efforts and guide our future plans for building a more reliable culture of safety and reducing medical errors and harm.

Thank you for all you do to provide superior care and to keep our patients safe!

Jack Lynch, CEO and President  
Denise Murphy, VP, Quality and Patient Safety