



# Putting Culture on Trial

A Class Action Suit

crico | strategies

# Emergency Medicine

Plaintiff:  
Laurie Drill-Mellum, MD, MPH  
MMIC Group

*“The structure in our hospitals informs the culture.”*

#CRICO15

# Laurie Drill-Mellum, M.D., MPH

Chief Medical Officer,  
V.P. of Patient Safety Solutions

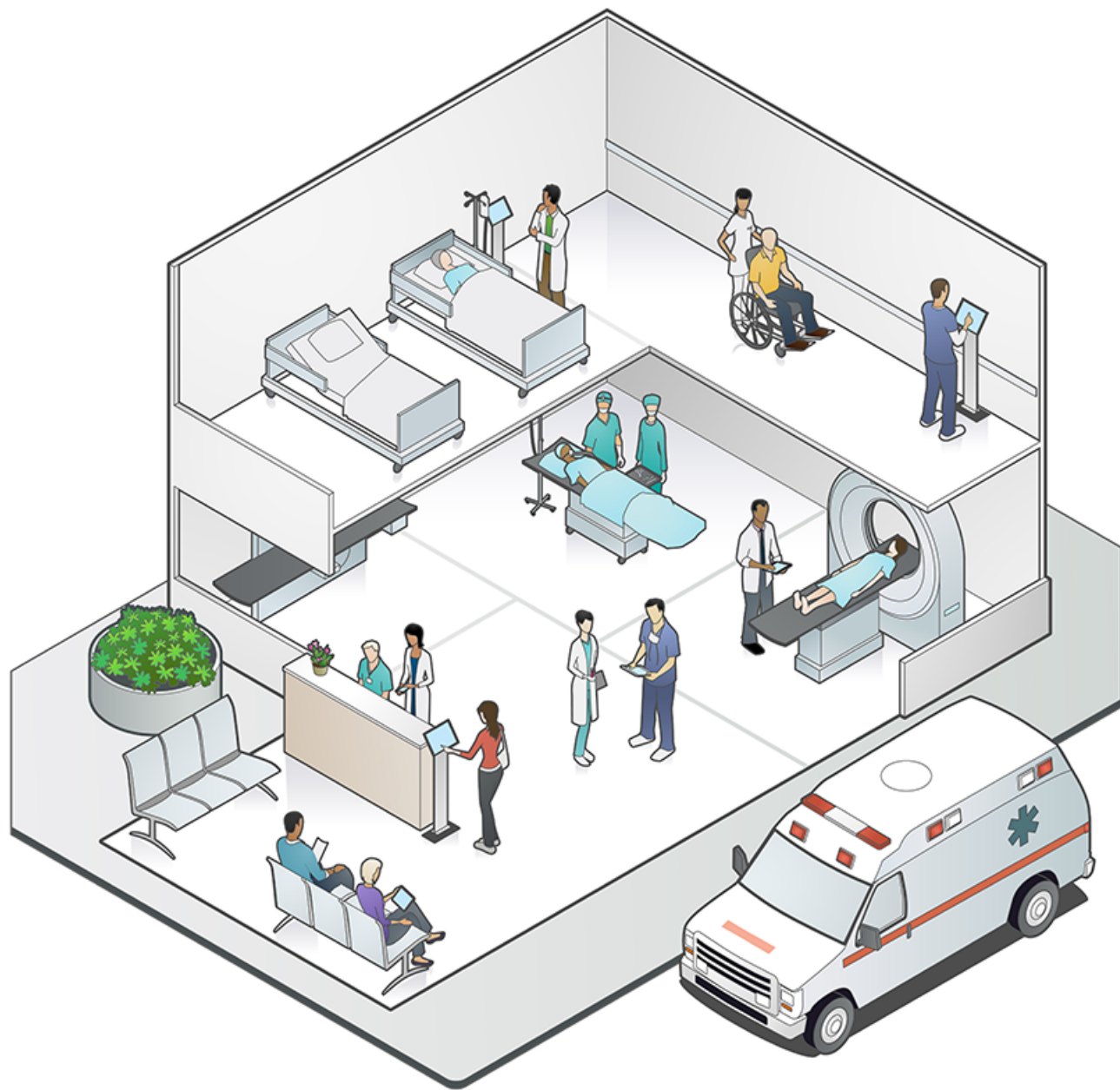






























DON'T  
JUDGE ME







# Promote a collaborative culture

Do care team members...

- ✓ Feel supported and support each other?
- ✓ Have an accurate perception of their strengths and weaknesses?
- ✓ Know it's okay to be less than perfect?

Do care team members know how to...

- ✓ Have quality conversations with patients and colleagues that yield the information they need?
- ✓ Keep themselves in optimal condition for their demanding work?





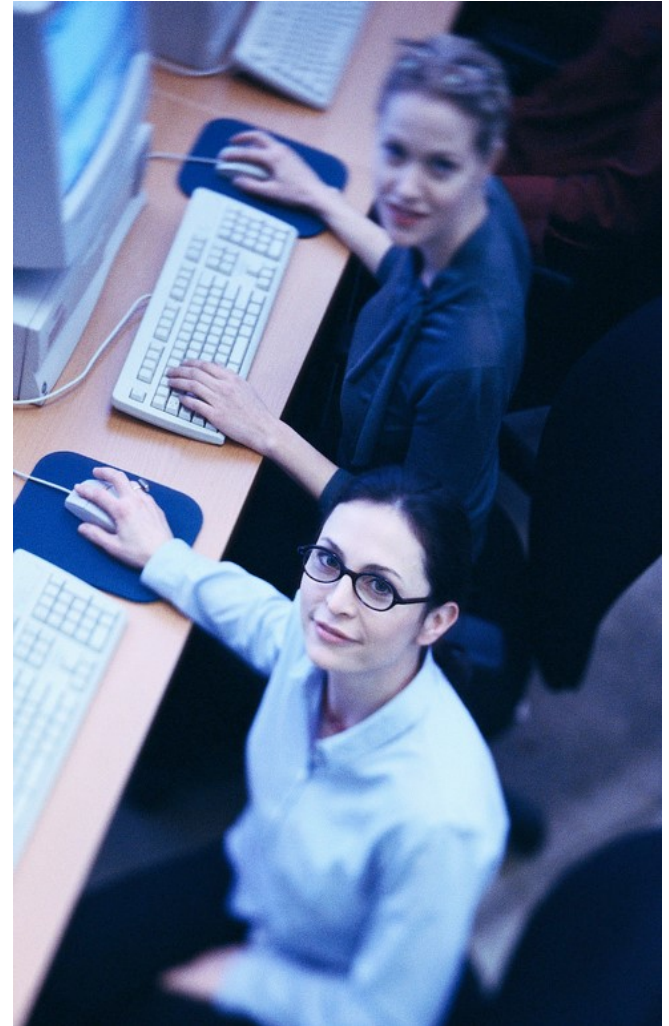
# Data exchange challenges

- Integrating information from sources including clinics, hospitals, labs and imaging facilities



# 12 ideas for ED patient safety

1. Provide simulation team training and education
2. Make clinical decision support tools available
3. Leverage EHR for patient safety
4. Ensure availability of stat radiology reads



# 12 ideas for ED patient safety

5. Encourage patient engagement
6. Establish ways for providers to receive feedback on their diagnoses
7. Develop sound plan for making referrals and appointments
8. Close the loop on diagnostic test results



# 12 ideas for ED patient safety

9. Institute a quality assurance program
10. Develop a system to reconcile outstanding labs and tests
11. Encourage teamwork with nurses
12. Develop protocols for attending to abnormal vital signs





# Make care team health and well-being a priority

- Put it in your mission statement
- Measure it
- Invest in training tools
- Incorporate feedback tools in staff development
- Encourage self-care and promote resiliency practices

