**Creating a Culture of Safety**

Summit Medical Center is committed to the safety of our patients, families, employees, and volunteers. We promote a culture of safety that encourages and supports free and open communication and non-punitive reporting of any situation or circumstance that threatens or potentially threatens our patient's or caregivers' safety.

 The following systems help Summit Medical Center maintain the highest level of safety:

* **Reporting Errors, Events, and Near Misses**
  + *Employees are encouraged to document errors, events, and near misses on a confidential report. These reports are reviewed, and actions are taken.*
* **Annual Culture of Safety Survey**
  + *Each year, our staff completes a Culture of Safety Survey, which helps Summit Medical Center to identify areas of safety concerns and opportunities for improvement. Results are analyzed, and improvements are implemented when appropriate.*
* **Patient Safety Rounds**
  + *Patient safety rounds are conducted every week through all nursing units and hospital departments. Allowing frontline staff to connect with patients regarding concerns and identify any patient, employee, or visitor safety issues or other potential issues. Identified problems are tracked and forwarded to appropriate leadership for resolution.*

**Culture of Safety Elements**

Summit Medical Center has policies and procedures in place to promote and maintain a culture of safety.

They include:

* All patient safety events that should be reported are prioritized.
* A non-punitive "close call" reporting system has been implemented.
* Patient safety events are analyzed.
* There is remedial action as necessary, and the effectiveness of the action is measured.
* Leadership is kept knowledgeable about patient safety issues present within the organization and continuously involved in processes to ensure that the issues are appropriately addressed and improved patient safety.
* There is oversight and coordination of patient safety activities.
* Feedback is provided to frontline healthcare providers about lessons learned.
* Staff is trained in techniques of teamwork-based problem solving and management.

**Culture of Safety Activities**

There are multiple committees and activities, including many departments and disciplines, to support constant improvement in the culture of safety at Summit Medical Center.