

€ TRAINING

Understanding Organizational Culture For
Health Care Improvement





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Introduction:

This training program offers participants comprehensive insight into the role of organizational culture in healthcare settings. Through it, participants are equipped with the knowledge and tools necessary to lead cultural change initiatives and drive improvement efforts within their healthcare organizations.

Program Objectives:

At the end of this program, participants will be able to:

- Examine human factors and other basic safety design principles as well as commonly used unsafe practices such as workarounds and dangerous abbreviations.
- Describe the benefits and limitations of selected safety-enhancing technologies such as barcodes, Computer.
- Provider Order Entry, medication pumps, and automatic alerts/alarms.
- Delineate general categories of errors and hazards in care.
- Describe factors that create a culture of safety such as, open communication strategies and organizational error reporting systems.
- Describe processes used in understanding the causes of error and allocation of responsibility and accountability such as root cause analysis and failure mode effects analysis.
- Discuss the potential and actual impact of national patient safety resources, initiatives, and regulations.

Targeted Audience:

- Healthcare executives.
- Physicians.
- Nurses.
- Clinical staff.
- Industrial and management engineers.
- Laboratory and specialized healthcare services.
- Insurance company staff.
- Pharmaceutical staff.

Program Outlines:

Unit 1:

Introduction to Organizational Culture in Healthcare Settings:

- Define organizational culture and its significance in healthcare.
- Explore the impact of organizational culture on patient care and outcomes.
- Identify common elements of organizational culture within healthcare institutions.
- Discuss the role of leadership in shaping and sustaining organizational culture.
- Analyze case studies highlighting the influence of organizational culture on healthcare improvement initiatives.

Unit 2:

Assessing Organizational Culture for Improvement:

- Learn methods for assessing organizational culture within healthcare environments.
- Explore tools and techniques for gathering data on organizational culture, such as surveys and interviews.
- Understand how to interpret and analyze data to identify strengths and areas for improvement in organizational culture.
- Discuss strategies for involving stakeholders in the assessment process.
- Develop action plans based on assessment findings to address cultural gaps and promote positive change.

Unit 3:

Creating a Culture of Safety and Quality:

- Define a culture of safety and quality within healthcare organizations.
- Explore the relationship between organizational culture, patient safety, and healthcare quality.
- Identify barriers to establishing a culture of safety and quality and strategies for overcoming them.
- Learn best practices for promoting open communication, teamwork, and accountability in healthcare settings.
- Develop initiatives to cultivate a culture of safety and quality within your organization.

Unit 4:

Leading Cultural Change in Healthcare:

- Understand the role of leadership in driving cultural change within healthcare organizations.
- Explore different leadership styles and their effectiveness in promoting cultural change.
- Learn strategies for gaining buy-in and support from stakeholders for cultural change initiatives.
- Develop skills for effectively communicating and implementing cultural change initiatives.
- Explore case studies of successful cultural change efforts in healthcare organizations.

Unit 5:

Sustaining Organizational Culture for Long-Term Improvement:

- Discuss strategies for sustaining positive changes in organizational culture over time.
- Explore the concept of organizational learning and its role in continuous improvement.
- Learn how to monitor and evaluate the effectiveness of cultural change initiatives.
- Identify potential challenges to sustaining cultural change and develop strategies for addressing them.
- Develop a long-term plan for maintaining and evolving organizational culture to support ongoing improvement efforts.