Helping teams develop a systems lens

Educating teams about the science of patient safety is an important first step in helping teams develop a systems view of their care settings and a mindset that embraces continuous learning. It’s why educating teams on the science of safety is a foundational element of the Comprehensive Unit-Based Safety Program (CUSP).

However, we all know that effective learning is more than about sitting through a training session—whether it’s online or face-to-face or uses some blended approach. Learning that translates into competencies requires reinforcement, coaching, and role models. You may find that using the “4E’s” is a good framework for spreading understanding of the science of safety (Pronovost, et al. 2006).
## Principles of Safe Design

### Planning for Success: Educating Teams on the Science of Safety

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<th>Your work setting, your plan</th>
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| **Engage:** Win the hearts and minds of your team members | • Make the value obvious & relevant to your work setting  
  • Use a variety of communication channels (e.g., team meetings, bulletin boards, newsletters, etc) to keep principles of safe design and learning opportunities “top of mind”  
  • Share success stories by letting others know how team members have improved safety by applying safe design principles | |
| **Educate:** Teach your team members about the science of safety | **Resources**  
  • [Becoming a Patient Safety Hero](#) (offered through myLearning for all Johns Hopkins employees) | **Tips**  
  • Connect science of safety training to a practice opportunity by asking staff to complete the [Staff Safety Assessment](#)  
  • Reinforce learning through different communication channels (engagement and learning go hand-in-hand!)  
  • Coach and act as role models for more junior staff members  
  • Don’t forget to train new staff! This [attendance sheet](#) can help you keep track. |
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| **Execute**: Implement your training plan with purposeful team participation | As a team, remember to identify:  
  • Who owns which actions  
  • Resources needed  
  • Potential barriers and ways to reduce those barriers  
  • Deliverables and target dates (not just for the logistics of training but for implementing your engagement plan) | |
| **Evaluate**: Determine how well your effort has improved care processes and outcomes |  
  • Ensure at least 80% of your staff have completed the training before moving on to the next CUSP step  
  • Invite team members to share success stories here as well, asking them how their training has influenced their care processes | |

Reference