

Unit-Based Learning Boards—Advancing a Culture of High Reliability

Our guiding principles were and are that Learning Boards should:

- Honor the vision and priorities of existing unit-based quality and safety goals
- Encourage sustained engagement in the reduction of preventable harm and the learning of HRO principles and behaviors
- Provide a transparent and predictable mechanism to share key pieces of quality and safety data with staff, patients and families
- Reinforce basics of safety science and improvement science and linkage to clinical outcomes
- Promote communication between leaders and front-line staff around important quality and safety work
- Encourage innovation and utilize direct staff input for tests of change in current projects and prioritization of new initiatives
- Deploy a Daily Management System in multiple forms, including the use of an issues list with assigned owners and resolution status
- Support our commitment to engage patients and families as partners in error prevention