



Lessons Learned From Aviation

**Aviation safety lessons applied
to the healthcare industry**

Introductions

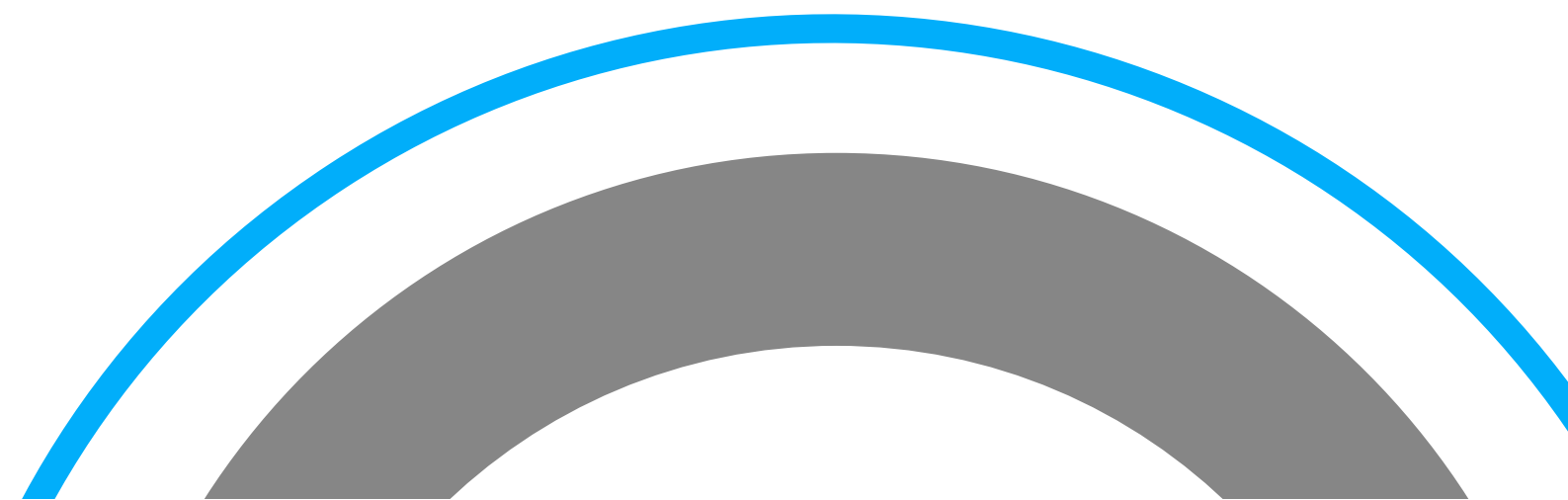
Patient and employee safety are pressing concerns, but how can we spot and prevent issues before harm occurs? There are valuable lessons to be learned from the aviation industry, which has a strong safety track record.

Learning from minor errors and near-miss incidents is one critical approach where even minor errors can lead to significant improvements.

This booklet explores the parallels between healthcare and aviation, highlighting key areas where healthcare can adopt best practices from aviation to enhance safety.



The ultimate purpose of analyzing errors and “near-miss” events is to improve safety.



Important Stats

73%

of all workplace violence happens in healthcare

2+

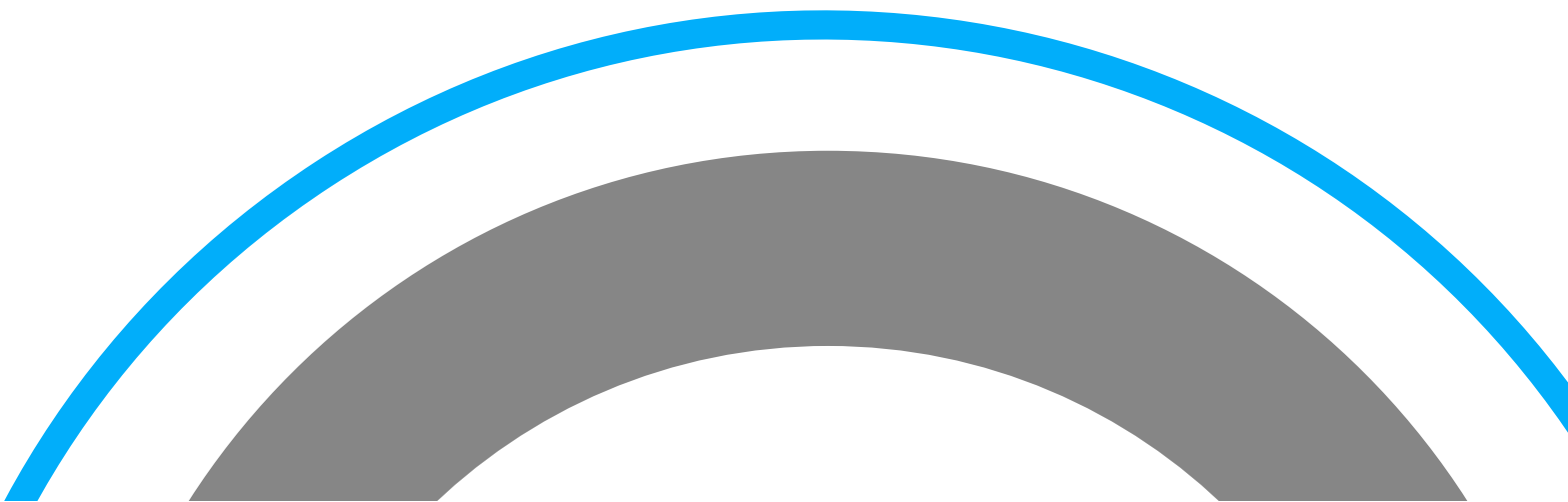
nurses are assaulted every hour

57

nurses are assaulted each day

37.2%

of nurses are assaulted each day





Learning From Aviation

Healthcare systems have looked to aviation, a safety-critical industry, for inspiration. However, they have not fully achieved the same level of learning from errors. Some principles have been lost or misapplied.

Key insights



From aviation, we can gather crucial insights in three areas:

1. **Fostering a Just Culture:**
Creating an environment where staff feel safe to report errors.
2. **Analyzing Errors:** Identifying weaknesses in systems and practices.
3. **Integrated Investigations:**
Examining the entire system when investigating incidents.



Just Culture

Establishing a just culture in healthcare is challenging due to ambiguity and varying acceptable risks. A culture of safety requires balancing rights and responsibilities within cultural norms and legal protections. Aviation has spent decades establishing a just safety culture with careful agreements on safety data collection, access, and use. Within airlines, staff are assured of safety data confidentiality and non-punitive use, except in recklessness or wrongdoing.

Healthcare Challenge

Recognizing and reporting errors in healthcare can be challenging, as many fear the consequences of doing so.

Aviation Lesson

Aviation has fostered a "just culture" where staff can report errors without fear of punishment. This culture is supported by independent safety unit leadership.

Analyzing Errors

Most healthcare systems struggle to conduct integrated investigations across multiple organizations.

Healthcare Challenge

Analyzing errors in healthcare can be complex, given the inherent ambiguity in near-miss events.

Aviation Lesson

Aviation uses advanced methods to analyze errors and focuses on determining an acceptable level of risk in various contexts, along with appropriate safety strategies.

Improvement Focus

Aviation emphasizes prompt investigation and action, with improvements integrated into practice. Healthcare can learn from this approach, moving toward a more active process of inquiry and improvement.

Healthcare Challenge

Many healthcare systems struggle to conduct integrated investigations across multiple organizations.

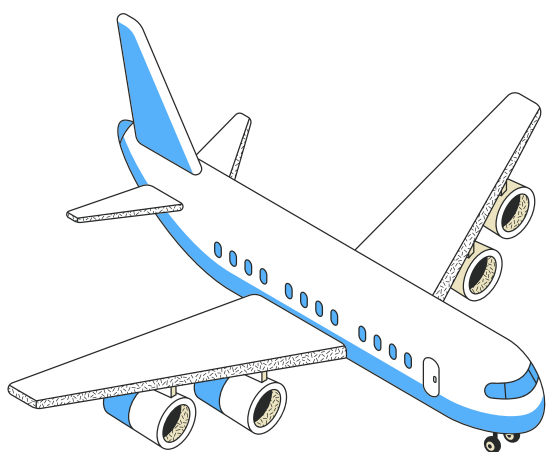
Aviation Lesson

Aviation excels in conducting systematic investigations that involve multiple stakeholders, fostering a culture of active reflection and collaboration. This results in prompt integration of improvements into practice.



Drawing on Parallels

Drawing parallels between healthcare and aviation, we find that integrating safety practices from aviation into healthcare could lead to significant improvements in patient and employee safety. The lessons include creating a “just culture” – similar to aviation, effective error analysis, and an integrated investigation approach.



**IMPACT.**

Vision & Mission



Vision

Build the world's easiest-to-use and most secure safety collaboration platform

Mission

Make the places we work, learn, and play safer



Loyalty

Help healthcare institutions grow a loyal employee and patient base through honesty and trust.

Honesty

Make safety reporting easy and accessible for everyone to play a role. Providing detailed feedback should be seen as the norm and not the exception. This will result in...

Trust

Because employees, patients, and visitors play a role in safety together, it builds universal trust across the board.

**What is
valued**



Contact Us

Thank you for taking the time to read through our short comparative analysis between aviation and healthcare. We are dedicated to safety collaboration and data collection because we have seen it work in many industries. We believe we can change healthcare for the better together through data-driven analysis.

We hope you will take the time to inquire further about IMPaCT's tools and programs to help improve safety at your healthcare institution today.

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