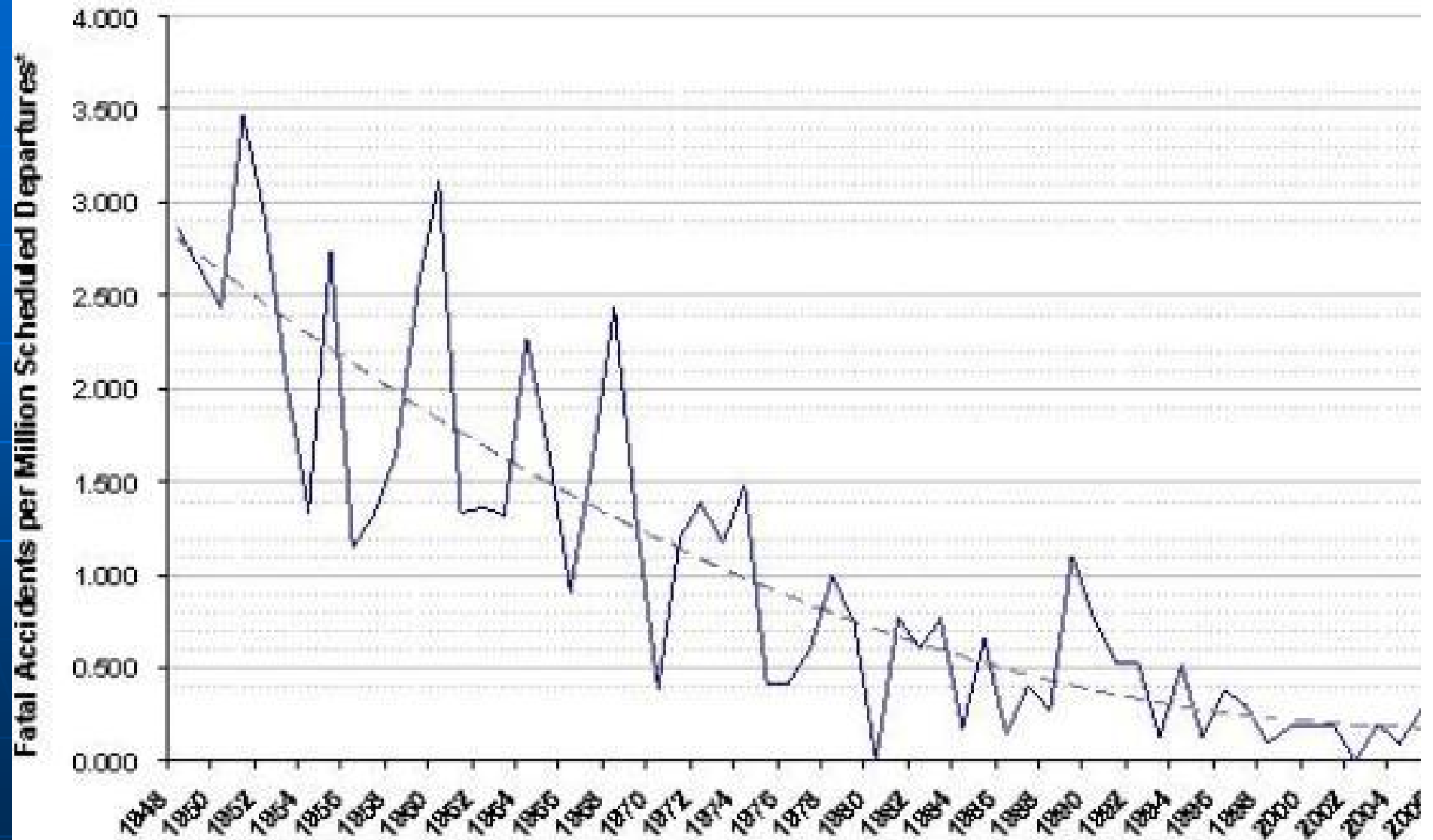


Case Study: Airline Safety

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John J. Nance

Amid Rising Departures, Safety Has Improved



* Scheduled passenger and cargo operations of U.S. air carriers operating under 14 CFR 121; NTSB accident rates exclude incidents resulting from illegal

Source: National Transportation Safety Board (NTSB)



PERCEPTION

ASSUMPTION

COMMUNICATION

COMMUNICATION

12.5 % RULE





Boeing 727 Datacenter
AVIÃO ACIDENTADO | CRASHED PLANE

The BASICS:

- * The CULTURE of Medicine must be completely changed for significant improvement in patient safety.
- * Full Self-Sustaining Culture Change requires 15-20 Years of unrelenting effort.

A Healthy Medical Organization:

- * Perpetually works to minimize human mistakes (TIER 1), but...
- * Expects human mistakes to slip through anyway, but builds Buffers to prevent individual errors from impacting patients (Tier 2), and...

* Perpetually Maintains a systemic expectation that there is at least a 50% chance of something going wrong at any time **DESPITE** all the training, and the buffers (Tier 3).

**“Every System is Perfectly
Designed to Get the Results it
Consistently Achieves!”**

- Dr. Don Berwick