
Speciality Safety Consulting Service

Removing the barriers to optimal patient care

There is growing attention being paid to the issue of assuring the quality of medical care. Increasing complexity in equipment and treatment regimens combined with ongoing cost containment pressure creates an environment in which medical errors can occur. Media and political attention has added further pressure on the system to continue to improve in performance.

Behaviour-based performance improvement is an ideal technology for helping health care institutions of all sizes to identify and mitigate systems issues before they cause problems. By focusing on the interaction among behaviours, systems, and equipment, this approach provides upstream data on how the whole working interface is functioning. The tools of behaviour-based performance improvement provide an effective mechanism to engage people at all levels of the institution in identifying and resolving systems barriers to safe performance.

Drawing on principles from organization development, quality, engineering, and the behavioural sciences, Medical Error Reduction consultancy service can help you measure the working interface where behaviours, systems and procedures meet. Defining this interface in terms of critical behaviours can help to enhance the ability of people to recognize risk. Using a process for measuring critical behaviours, we help institutions to focus on areas where risk is present. Using data collected in the process, people performing the work become engaged in evaluating the underlying causes of at-risk behaviour, thereby eliminating many incidents of Medical Errors.

To enquire about the fit for your institution, please use the 'Sales Enquiry' tab on the home page or simply call us directly on +61 (3) 9696 3166.