

Why Hospitals Must Fly:

The Ultimate Flight Plan to Patient Safety and Quality Care

John J. Nance



1. Collegial Teams

2. Common Goals

***3. Understanding
HOW Humans Fail***



1.Teamwork Grossly Deficient

2.Unrealistic Response to Human Failure

3.Medical Apartheid and Silos

4. Hospital DNA=Farmer's Market

5. Culture Viciously Resists Change

The Sacred Bond between a Doctor and his/her Patient:

Traditionally, the Trust that the Doctor would use his/her best skills in the service of the Patient's Best Interests

Today, the Trust that the Doctor will provide the Best Medical Care available to Medical Science









MOJO *f*lix

PERCEPTION

ASSUMPTION

COMMUNICATION

(FORGETFULNESS)



12.5 % RULE





FLAWLESS COMMUNICATION



**Any Human System built on
the Expectation of
Continuous Perfect Human
Performance has
HARD-WIRED FAILURE into
its Structure.**

- Don Berwick, MD



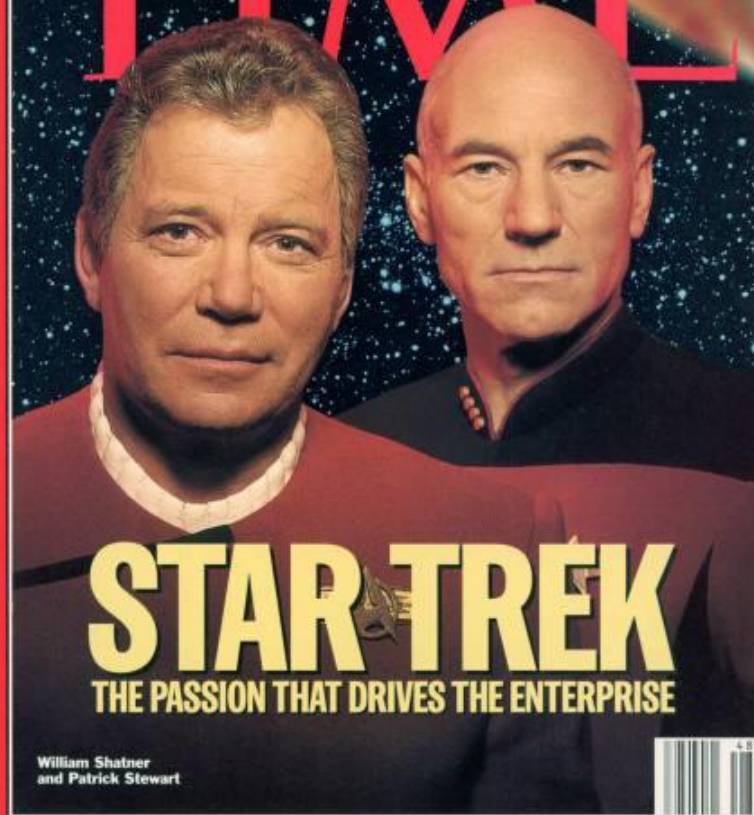
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MANDELA: THE PRISON YEARS

TIME



William Shatner
and Patrick Stewart



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EXPENDABILITY

KIRK, SPOCK, MCCOY, AND ENSIGN RICKY ARE BEAMING
DOWN TO THE PLANET. GUESS WHO'S NOT COMING BACK.

