

## **Observation as part of IHI Diagnostic Framework discussions**

### **“Individual and systems contributions to errors”**

As part of the discussions held with staff across all specialties I noted a significant lack of staff reporting feeling the governance process is punitive or where they have had a negative experience. There is an evident lack of staff feeling as though they have been blamed for errors in practice. There were comments around how this has changed over the years and it feels less and less like a blame culture. Interestingly, there appears to remain a fear amongst staff in relation to errors in practice, which when explored further does not appear to be founded on negative personal experiences of the process. This is suggestive of a culture that manages individual error in a positive manner.