



THE ROAD TO HIGH RELIABILITY IS PAVED WITH IMPROVEMENT SCIENCE METHODS.

Follow our roadmap to success!

1

A JUST CULTURE

A Just Culture is a learning, reporting, and informed culture. A Just Culture refers to a way of thinking that promotes a questioning attitude, is resistant to complacency, and is committed to excellence. At Life Flight Network, staff trust our process and feel safe to report human error and system failings; this is known as Psychological Safety.

2

HUMAN FACTORS

Human Factors considers how humans interact in the workplace and why they interact the way they do. We understand that because human error is inevitable and because we work in complex systems, mistakes are likely to occur. Our goal at Life Flight Network is to design systems to make it easy to do the right thing and hard to do the wrong thing.

3

HUMAN ORGANIZATIONAL PERFORMANCE

Human Organizational Performance provides a framework of thought and action for continuous improvement. It includes five key principles:

- Error is normal
- Context influences behavior
- Blame fixes nothing
- Response to failure matters – how leaders act and respond counts
- Learning and improving are vital

4

LEARNING TEAMS

Learning Teams are utilized to improve current systems to respond to failure or human error. Our teams ask better questions to move away from blame and toward system improvements. Without learning, we acknowledge that failure will be repeated. Our employees--and more importantly our front line staff--are critical to solving problems and implementing change.

At Life Flight Network we understand that no organization is perfect. However, becoming a Highly Reliable Organization can be a path to achieving quality and safety goals. At LFN we are goal oriented, culture based, system focused, and process driven.



HIGH RELIABILITY



IMPROVEMENT SCIENCE