




SPECTRUM HEALTH

Safety Culture From Another Perspective


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Disclosure

Regrettably, I have nothing to disclose...




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Objectives

To understand the importance of:

- Checklists in emergency situations
- Simulations and drills
- Team work in emergency situations



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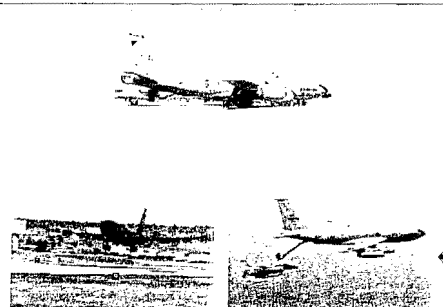
The Crew

7984



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The Use of Checklists



Checklists

- Walk Around with Crew Change
- Before Start Engine
- Start Engine
- Before Taxi
- Taxi
- Take Off
- Level Off



Emergency Procedures Checklist

Engine failure or fire during flight

1. THROTTLE – CUT OFF
2. FIRE SWITCH – PULL
3. REFER TO CHECKLIST



Emergency Procedure Checklists (OB)

Shoulder Dystocia:

1. CALL FOR HELP
2. MCROBERT'S MANEUVER
3. REFER TO CHECKLIST



Simulation and Drills

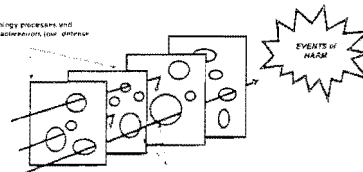


Simulation and Drills (OB)



Swiss Cheese Model

Multiple barriers, technology processes and people, reduced error, attention, time, pressure, in-flight



Adaptation: James Reason, 'Mechanisms of Error' in 'Cognitive Processes in Flight'



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ARCC

A responsibility to protect in a manner of mutual respect –
 an assertion and escalation technique
 Use the lightest touch possible...

Ask a question
Make a **R**equest
Voice a **C**oncern

If no success ..
 Use **C**hain of Command

A Spectrum Health Safety Phrase:
 "I have a concern."



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99.9% is Not Always Good Enough

IRS would lose 2,000,000 documents every year
 ATMs would make 37,000 errors every hour
 Major plane crash every 3 days
 12 babies given to the wrong parents every day
 107 wrong medical procedures per day

