



CLINICAL QUALITY FELLOWSHIP PROGRAM



An Introduction to Patient Safety and Human Errors

May 19, 2023

Objectives: By the end of the session, Fellows will:

- Review the epidemiology of error
- Define types of performance-based sources of error
- Understand how random factors drive the consequences of errors with implications for a Just Culture
- Relate the Swiss Cheese Model to system complexity
- Show how “Safety-2” complements “Safety-1”
- Describe normalization of deviance

Suggested Readings:

- Reason, J. (2000). Human error: models and management. *BMJ*, 320:768-70.
<https://www.bmj.com/content/320/7237/768>

*Electronic versions of required readings are included on a flash drive provided to each Fellow.