



The Journey to Zero-Harm

Key Themes and Messages

Theme	Message	Proof Points
Every life is precious	The life of every patient, family, staff and volunteer at King Faisal Specialist Hospital and Research Centre is precious and there is no greater responsibility than keeping them safe from harm. We are committed to doing everything in our power to prevent harm or injury.	<ul style="list-style-type: none"> • While KFSH&RC consistently performs above quality benchmarks, every year patients and staff experience sentinel events. • When it comes to a human life, KFSH&RC wants to do better than an acceptable standard of errors, for the patients and their families who experience a medical error, zero is the only standard.
Safety is our value, zero harm is our goal	Across King Faisal Specialist Hospital and Research Centre there is a relentless commitment to safety and ensuring we provide exceptional, quality care. Fueled by this passion we are raising the benchmark and have embarked on a journey to become a high reliability organization.	<ul style="list-style-type: none"> • The organizational strategic plan was recently refreshed to make safety a core value and created the strategic objective: to drive culture and process redesign to pursue zero-harm and improve quality. • In November 2017 the Corporate Performance Improvement Council adopted a call to action and began to chart a course towards zero harm by becoming a high reliability organization.
Safety is everybody's business every day	Zero harm is only achievable if everyone - from staff to patients and families – commit to being mindfully focused on preventing harm. Not one person shoulders more responsibility than the next and we must work together each and every day to make safety everybody's business	<ul style="list-style-type: none"> • Becoming a high reliability organization is one strategy to achieving zero harm. We have committed to applying the 5 core principles: <ol style="list-style-type: none"> 1. Preoccupation with failures 2. Sensitivity to operations 3. Deference to expertise 4. Resilience 5. Reluctance to simplify
Safety is a journey of continuous performance improvement	Becoming a zero-harm organization is a journey supported by an enduring commitment to continuous performance improvement. Success will take time to achieve and will be made possible by becoming a high reliability organization.	<ul style="list-style-type: none"> • Leading hospitals in the U.S. have demonstrated that zero harm is achievable and yielded sustainable results within a few years of embarking on a journey to be an HRO