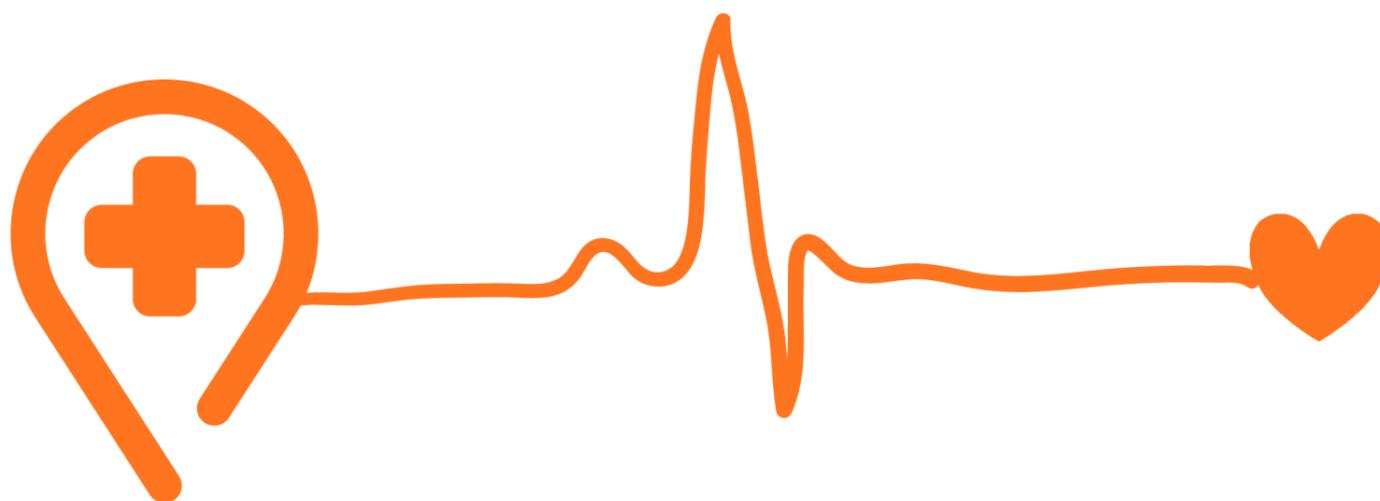


How **Data**
Culture *can save lives*



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Business Need: Patient Safety

A hospital needed to reduce medical errors. A reporting system (CIRS) was in place to learn from incidents.

But Very Few Incidents Were Reported

Management appeals
and awareness
training to use the
system showed no
improvement.

Culture Analysis Revealed the Root Causes

- Staff **feared** blame for reporting errors.
- Efficiency **targets** left no time for documentation.
- Low visible **impact** of the system.

Solution: Changing Context, Not Mindset

- **Data Governance** guaranteed full anonymity for report submission
- **Conflicting targets** were removed by management

The Result

Reports increased in quantity and quality allowing to develop improved standards. This led to fewer fatal errors, saving lives. A new data culture emerged as a side effect of the new conditions.

Read the Full Story on CIO.com

LINK IN COMMENTS



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