



USING COLLABORATIVE SAFETY SCIENCE TO DRIVE BETTER OUTCOMES IN SAFETY AND CULTURE

PRESENTED BY LINDSAY MENOUGH, MA AND ALYSE PRESTON

OVERTURE

OVERTURE'S INTRODUCTION TO COLLABORATIVE SAFETY



Attending the Montana State
Association's Annual Conference (MACDS)



Collaborative Safety Presenting

MONTANA DPHHS CONTRACTS WITH COLLABORATIVE SAFETY SCIENCE

Now our interest is doubled....this must be legit!



OUR "AHA MOMENT!"

Collaborative
Safety Science
is speaking our
language!

How can we be
proactive and not
reactive when it
comes to incidents?

Tell us more!!!

INTEREST PEAKED! IT'S ALL ABOUT TIMING...



CRITICAL INCIDENT AT OVERTURE DAY PROGRAM



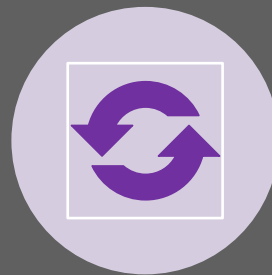
Day program staff were on an outing in the community when a high stakes emergency arose



Staff responded appropriately to protect the safety of all people involved



A complaint survey was conducted



Post survey cycle commenced including a POC

OVERTURE'S RESPONSE TO CRITICAL INCIDENT AND CDPHE REVIEW

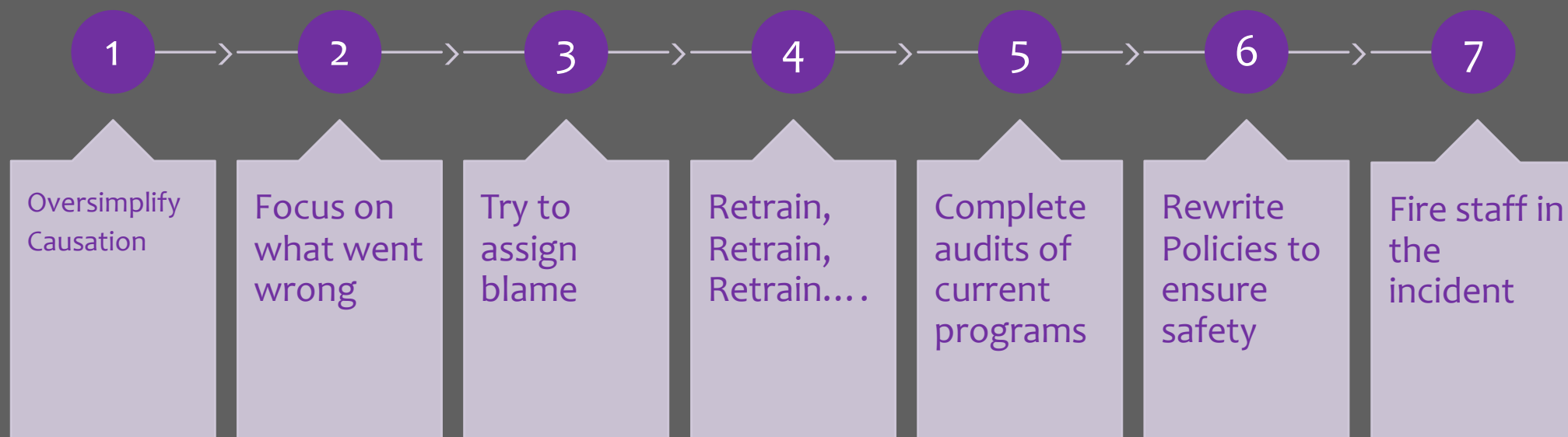
Followed all the typical responses listed previously with one big exception....

WE DIDN'T TERMINATE THE STAFF INVOLVED

Reasoning:

- The DSP was not acting in a manner that went against policy or protocol.
- The DSP acted as needed in the moment and as they were trained.
- Overture did have some system failures that needed to be addressed, this was not the DSP's fault.

TYPICAL RESPONSE TO CRITICAL INCIDENTS:



OVERTURE SIGNS CONTRACT WITH COLLABORATIVE SAFETY



- One year engagement
 - Safety Leadership Institute
 - Orientations with Overture staff
 - Leadership Labs (Monthly)
 - Systems Review Model
 - Human Factors Debriefing
 - eLearns

OUR GOALS FOR THIS PROJECT



Complete program



Begin to assess internal structures and systems



Develop and promote a “culture of safety”



Implement processes that align with safety culture philosophy



Continue to reassess what’s working and what’s not working

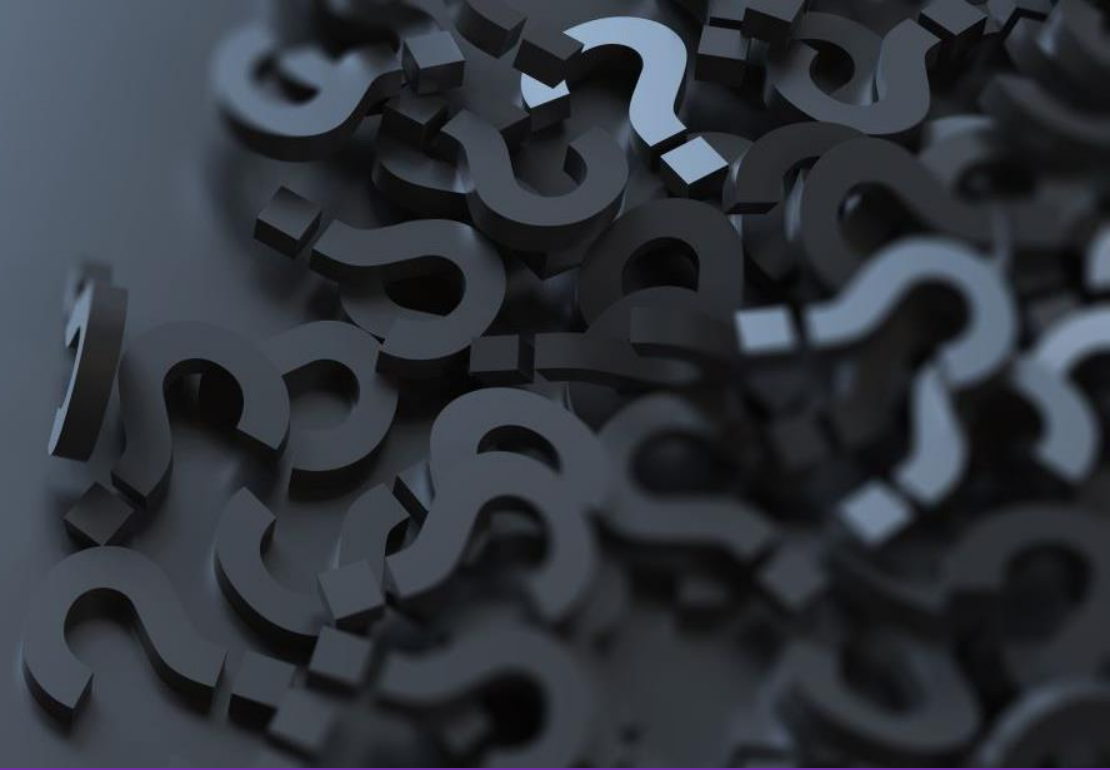


See Collaborative Safety become standard training in Colorado



HOW DID WE DO IT?

THANK YOU HCPF!



QUESTIONS FOR OVERTURE OR NOEL?