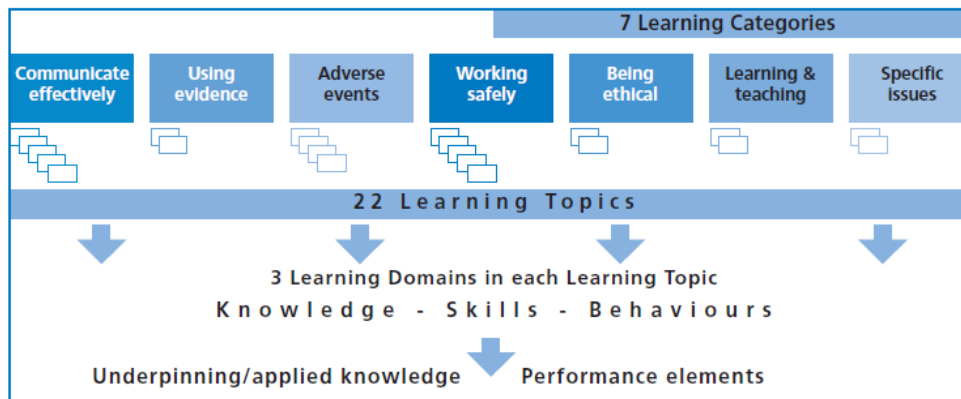


Figure A.2.1. Structure of the Australian Patient Safety Education Framework



Source: *National Patient Safety Education Framework*, Commonwealth of Australia, 2005 [1].

### The Seven steps to patient safety

- Step 1 Build a safety culture**  
Create a culture that is open and fair
- Step 2 Lead and support your staff**  
Establish a clear and strong focus on patient safety throughout your organisation
- Step 3 Integrate your risk management activity**  
Develop systems and processes to manage your risks and identify and assess things that could go wrong
- Step 4 Promote reporting**  
Ensure your staff can easily report incidents locally and nationally
- Step 5 Involve and communicate with patients and the public**  
Develop ways to communicate openly with and listen to patients
- Step 6 Learn and share safety lessons**  
Encourage staff to use root cause analysis to learn how and why incidents happen
- Step 7 Implement solutions to prevent harm**  
Embed lessons through changes to practice, processes or systems

<http://www.nrls.npsa.nhs.uk/resources/collections/seven-steps-to-patient-safety/?entryid45=59787>