Organizational Trauma Culture

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How Do We Do This...

- Eight (8) specific discussion areas for “culture”
- No “best” response
- Learn from each other / shared experiences
- Moderated group discussion
Organizational Culture Defined

The *behavior of humans* within an organization and the meaning that people attach to those behaviors.
Culture of Trauma

Accreditation is not given to an emergency department. It is given to an entire hospital...
Clearly define the mission and the culture sought
Communicate the expectations
Lead by example
Relentless follow-up
Share the good & the *challenges*
Involve the “individual”
Accountability
Patience & Persistence
Questions?

Thank You!

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