

Executive insight · Healthcare leadership

Culture Is a Patient-Safety Issue

Culture influences what people notice, report, challenge and learn — making it central to safe care.

Larry Nonsweh · Healthcare · Leadership · People

Safety depends on voice

People protect patients when they can raise concerns without fear of humiliation or retaliation. Psychological safety does not remove accountability; it makes honest accountability possible.

Behaviour sets the standard

Policies cannot compensate for leaders who dismiss challenge, tolerate incivility or reward silence. Daily leadership behaviour tells teams which values are real.

Learn before blame

Serious incidents require rigorous accountability, but blame-first responses can obscure system causes. A learning culture examines decisions, conditions and safeguards so that improvement extends beyond the individual event.