



Implementing **BETA♥HEART**<sup>®</sup>  
to Build a Culture of Safety

## A Special Offer to HQI Member Hospitals: **COMPLIMENTARY PATIENT SAFETY GAP ANALYSIS**

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**Act now to take advantage of a limited-time offer for Hospital Quality Institute members — a complimentary cutting-edge gap analysis that provides unique insights into your organization's state of patient safety.**

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### › HOW IT WORKS

The analysis is led by an experienced team that includes national experts such as Tim McDonald, MD, JD, a key architect of the CANDOR toolkit. This special offer for HQI members requires no long-term commitment.

**STEP 1:** A comprehensive review of organizational documents describing policies, practices and procedures relating to patient safety, including recent surveys of safety culture and employee engagement.

**STEP 2:** Facilitation of multiple in-person focus groups (executive leaders, physicians, middle management, clinical staff, and non-clinical staff). These groups provide a window into perceptions of culture, transparency, and safety at all levels. Sessions are 50 minutes and typically take one to two days to complete.

**STEP 3:** Aggregation of data and presentation of findings and recommendations to the hospital leadership team. A confidential report, including a SWOT analysis with a high-reliability rating, as well as identification of gaps and recommendations, deepens your understanding of opportunities to improve systems and processes.

### › WHY NOW?

Hospitals have been hit by the pandemic, with significant financial and human losses. This analysis helps leaders better understand the issues affecting their teams and how to prioritize opportunities to strengthen a culture based on growth, learning, and open communication.

### › INTERESTED?

Contact **Boris Kalanj**, HQI's director of programs, at [bkalanj@hqinstitute.org](mailto:bkalanj@hqinstitute.org) or at (916) 552-2613.

### › BACKGROUND

HQI Cares and BETA HEART programs guide hospitals — more than 60 in California — in implementing reliable and sustainable cultures of safety, improved responses to patient harm, and effective infrastructures to care for the caregivers.