

# Supporting a culture of safety with teachable moments

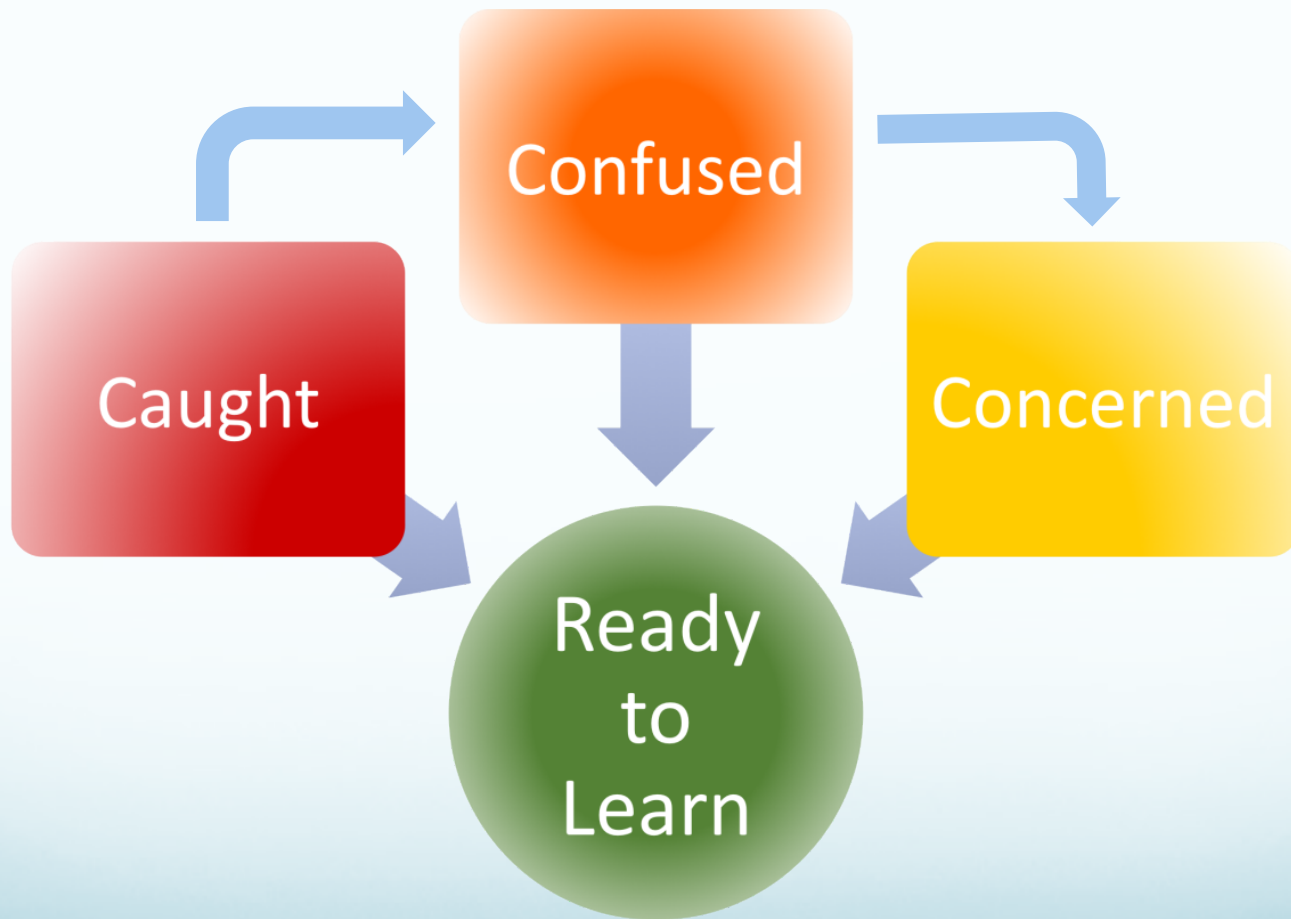


Melinda Box, MEd, and  
Maria Gallardo-Williams, PhD, NC State University  
Kenneth Lyle, PhD, Duke University

# Culture of Safety



# Recognizing



# Temptations

- Gotcha



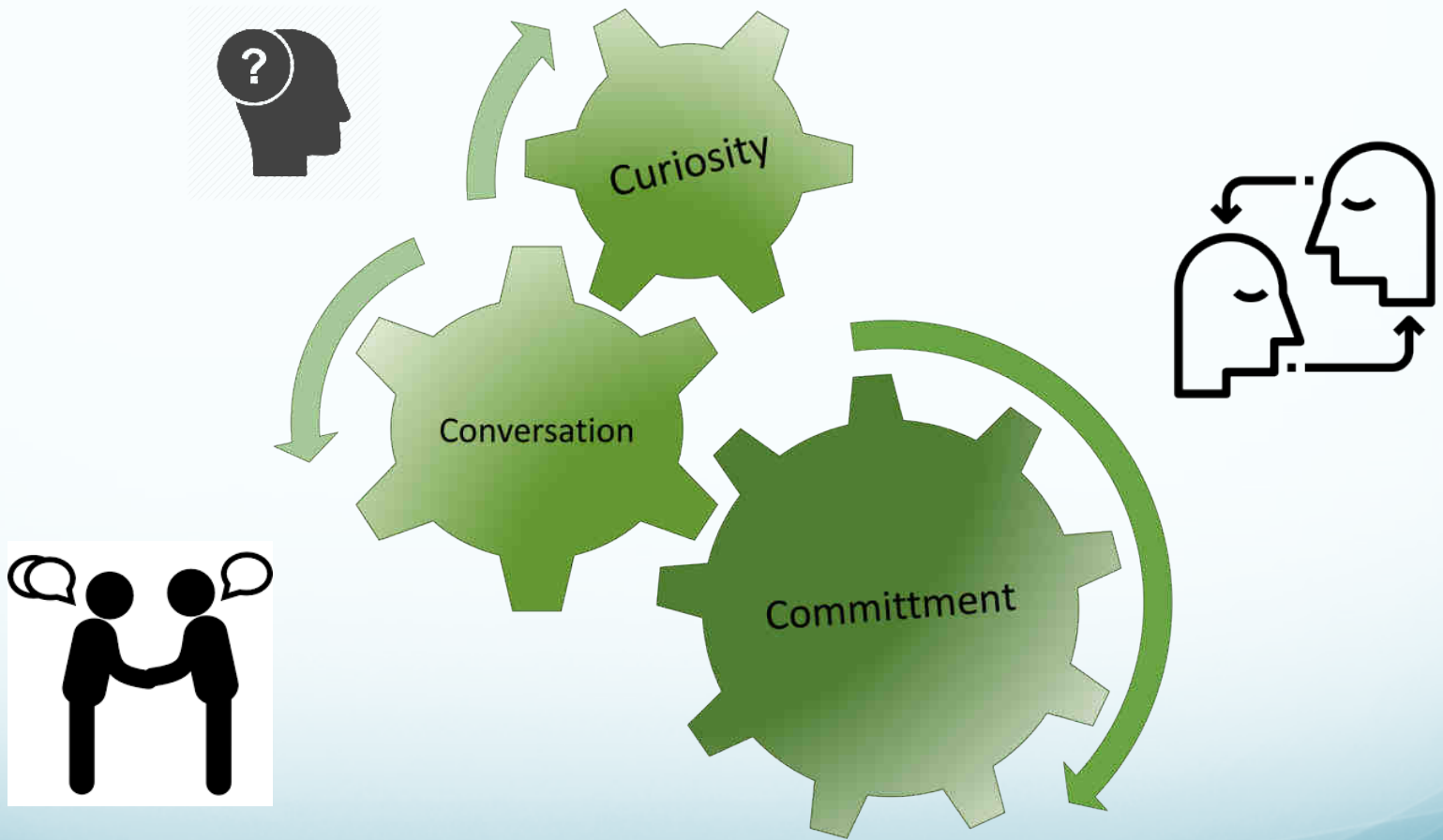
- Lecture



- Citation

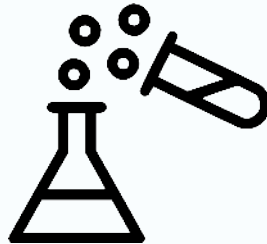


# Optimizing

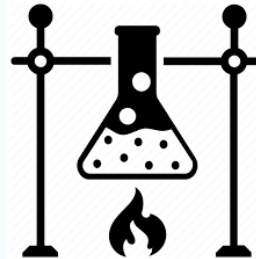


# Targets of Curiosity

- Procedure



- Material arrangement



- Systems



# You splashed TFA\*?!

- Objective: prevent recurrence and mitigate injury
- Recognition:
  - awakened sense of vulnerability
  - conflicting procedural priorities
  - impulse to shame
- Optimization:
  - interviewed responder
  - checked out set-up



\*TFA - Trifluoroacetic acid

# You splashed TFA?!

- Education

- TFA's effects on nerves
- challenges of face rinsing
- use innocuous liquid for hands-on training

*TFA burn*



- Solutions

- support for dispensing bottles
- distribution of timely video
- inform department



“Why I wear a lab coat”

*YouTube post by  
ChemUCSD,  
Jan 8, 2015*



*TFA scar,  
4 years later*



# You splashed TFA?!

- Outcomes – increases in
  - engagement
  - inquisitiveness
  - inter-group cooperation

# Other Benefits and Changes

- Involvement
- Commitment
- Agency
- Initiative
- Transparency
- Trust
- Awareness

*From fear and cover-up to understanding and openness*

# Thanks to ...

- those who shared their confusions, concerns, incidents, & experiences
- NC State Chemistry Department
- NCSU Environmental Health & Safety Department