Supporting a culture of safety with teachable moments

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Culture of Safety
Recognizing

Caught

Confused

Concerned

Ready to Learn
Temptations

- Gotcha
- Lecture
- Citation
Optimizing

- Curiosity
- Conversation
- Commitment
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 - Trifluoracetic acid
You splashed TFA?!

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

- 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 burn

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