

**6TH INTERNATIONAL SYMPOSIUM  
RAPID RESPONSE SYSTEMS**

**PITTSBURGH**



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# **METs and hospital culture**

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# Culture - overview

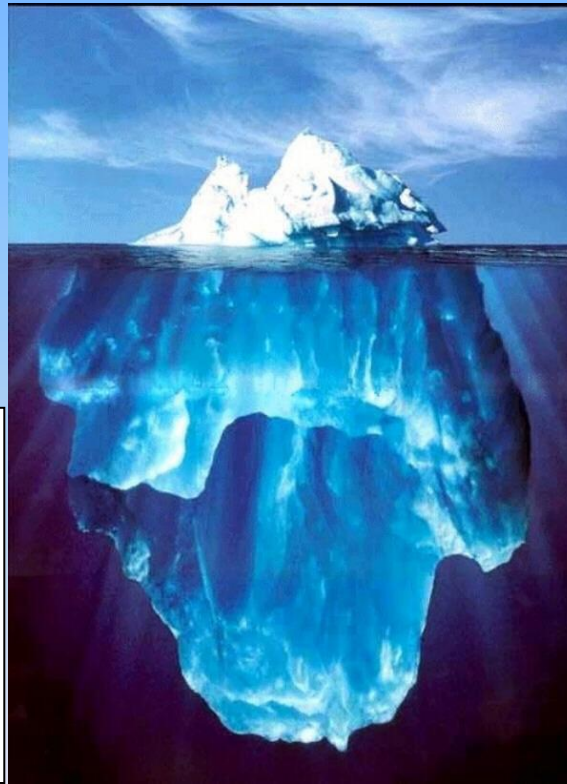
- Culture: sets of beliefs, ideas, practices and behaviours
- “The way we do things around here”
- Our: worldview, assumptions, taken-for-granted, outlook, norms, values
- The collective things we agree on, taking these things for granted



# Culture – models

The iceberg model of culture

Below the waterline lie the underlying beliefs, attitudes, values, philosophies and taken-for-granted aspects of workplace life: 'why we do the things we do round here'.



Above the waterline lie the observable workplace behaviours, practices and discourse: this is 'the way we do things round here'.

[Braithwaite, 2003]



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# Culture – models

- Schein's model

**Visible artefacts [eg, structures, dress, ceremonies]**

**Espoused beliefs and values [eg, assertions, strategies, goals]**

**Unconscious assumptions [eg, taken for granted expectations, thoughts, feelings]**



# Culture – models

- Martin's model

**Integration**

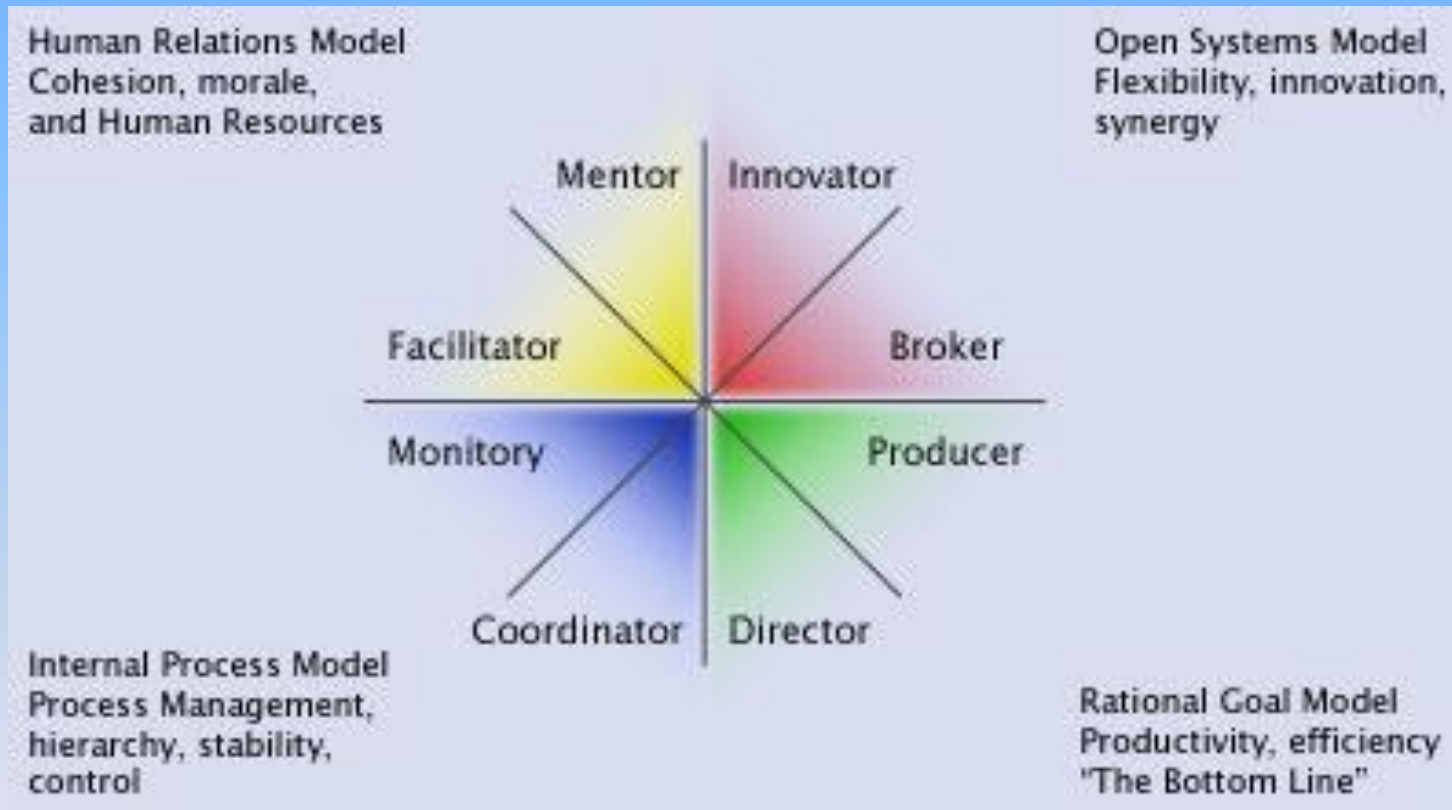
**Differentiation**

**Fragmentation**



# Culture – models

- Quinn and Rohrbaugh's competing values model



# Culture – book: selected contents

- Management cultures
- Performance and culture
- Professional conflicts
- Bullying
- Team climate
- Clinical information systems
- Networks, culture and reform

## Culture and Climate in Health Care Organizations

Edited by Jeffrey Braithwaite,  
Paula Hyde and Catherine Pope



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# Culture - conclusion

- You run a unit, work as a clinician, direct the MET/RRT/RRS program, go on MET/RRT calls
- You want to change [influence, shape, intervene, manipulate, alter] the culture?
- Do this ... .



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# Culture - conclusion

- Use a model [which one appeals or fits your purpose?]
- Enrol colleagues/supporters
- Create a critical mass
- Develop a plan and vision
- Take some baseline measures
- Go to it



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Thank you

Questions?



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