

WELCOME TO PCS QUALITY OUTCOMES

- Systems drive function
- Errors are the predictable results of our imperfect system
- Every human being makes errors
- Reflection allows for learning, individually and collectively
- Reflection is hard, but important for growth
- We can make our system better
 - Safer
 - More resilient
 - More pleasant to work in

Adapted from HMC Medicine M&M and HMC PCSQO