

Just Culture

“*the superglue for patient safety*”

Mark Ewens, MD

Woodland Healthcare

Woodland Healthcare

- Community based, multi-specialty medical group
- Part of Catholic Healthcare West
- 109 hospital beds
- 1000 employees
- 300,000 outpatient visits a year

Our Just Culture Journey

- Get buy-in
- Educate senior leadership
- Educate managers and physician leadership
- Train staff and physicians
- Measure progress

Lessons learned so far...

- It is a ongoing process
- Common language for all levels
- The algorithm makes sense
- Focus is on system improvement and behavioral choices
- Safety needs a foundation

Now it gets personal

My story...

ARMED)

SUMMONS (CITACION JUDICIAL)

NOTICE TO DEFENDANT: (Notas a Accusado)

WOODLAND MEMORIAL HOSPITAL, WOODLAND CLINIC MEDICAL GROUP, MARK D. CROSS, M.D., [REDACTED] and DOE J through DOE L, [REDACTED]

RECEIVED
12/17/01
Served to Mark D. Cross
CROSS ON

12/17/01

YOU ARE BEING SUED BY PLAINTIFF: (Usted es demandado por el demandante)

You have 30 CALENDAR DAYS after this summons is served on you to file a written response at the court.

A letter or phone call will not protect you: your written response must be in proper legal form if you want the court to hear your case.

If you do not file your response on time, you may lose the case, and your wages, money and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may call an attorney referral service or a legal aid office listed in the phone book.

Después de que se entreguen esta citación judicial usted tiene un plazo de 30 DÍAS CALENCARIOS para presentar una respuesta escrita a máquina en este corte.

Una carta o una llamada telefónica no le ofrecen protección; su respuesta escrita a máquina debe ser cumplida con las formalidades legales correspondientes al corte que quiere que lo corte escuche su caso.

Si usted no presenta su respuesta a tiempo, puede perder el caso, y le pueden quitar su salario, su dinero y otras cosas sin preaviso sin aviso adicional por parte de la corte.

Existen otras regulaciones legales. Puede que usted quiera llamar a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de referencias de abogados o a una oficina de ayuda legal (ver el directorio telefónico).

The name and address of the court is: (El nombre y dirección de la corte es)
WELD COUNTY SUPERIOR COURT
128 Court Street
Woodland, CA 95694

Case Number: (Número de caso)
P001-1858

The name, address and telephone number of plaintiff's attorney, or CARRIER without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o el intermediario que no tiene abogado, es)
[REDACTED] (925) 847-1100

DATE: OCT 21 2001 *Kathleen M. 2001* *[Signature]*
Printed Name: *[Signature]*



NOTICE TO THE PERSON SERVED: You are served
1. as an individual defendant.
2. as the person sued under the following name of (plaintiff)
3. on behalf of (plaintiff)
under: CCP § 10.10 (corporation) CCP § 10.02 (joint) CCP § 10.03 (partnership)
 CCP § 10.04 (association or partnership) CCP § 10.05 (individual)
4. as personal service on (plaintiff)

Look- you're near retirement, right?
Leave a sponge in me, I'll sue, and
we can split the insurance money.



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May 6, 2005

5/6/05

1000 Olympic
Davis, CA 95616
Tel: (916) 434-1000
Fax: (916) 434-1000

PERSONAL & CONFIDENTIAL

Mark P. Evans, MD
1000 Olympic
Davis, CA 95616

RE: [REDACTED]

Dear Dr. Evans:

We were recently advised by your attorney, Thomas J. Doyle of the Schwing, Zimmerman, Smith & Doyle, LLP law firm, that you have been dismissed from the above-captioned case. We will now close our file. Please contact Mr. Doyle in the event that you receive any further communications concerning this matter.

We are very pleased with this outcome in your favor and want to thank you for your patience and cooperation during the time that it has taken to bring this case to disposition.

We would also like to acknowledge Mr. Doyle for his law work in achieving this outcome in your favor.

As part of our ongoing commitment to you, NORCAL has developed a feedback survey for our policyholders who have recently experienced a claim. If your Claims Feedback Survey has not already arrived, you should be receiving it shortly. Please help us improve our service to you and your fellow policyholders by completing the survey and returning it to NORCAL.

Very truly yours,



Sandra L. Chris
Claims Investigator
Professional Claims Department

cc: [REDACTED]

cc: Philip Langille, MD, Medical Director
Judy Welch, Medical Legal Supervisor

P.S. Please **DO NOT** make this letter part of the patient's medical chart.

“you have been dismissed from the above referenced case.”