As the great psychologist Ernst Mach (1898) noted, “Knowledge and error flow from the same mental source; only success can tell one from the other.” Rather than discuss the multitude of excellent patient safety efforts in detail, several of the most widely recognized and utilized concepts are listed below. These and undoubtedly many other efforts will continue to be trialed to discover which of the many efforts will provide the success to which Mach refers.

**Figure 3.6: Representative Patient-Safety Programs**

1. Evidence-based practice guidelines
2. Crew resource management (Wears 2004)
3. After-action reviews and failure-mode analysis
   *(A Leader’s Guide 1993)*
4. Call-backs and call downs
5. SBAR: Situation, Background, Assessment, Recommendation (Weick and Sutcliffe 2007)
6. Information-transfer simplification—elimination of all but essential abbreviations, standardization of documentation, scribes, EMRs, and so on
7. Never events (Studer Group) (Never Events)
8. Inova Healthcare System Red Rules
   *(Inova Fairfax Hospital)*
9. A focused culture of safety