

Key Takeaways:

- Failure is a constructive part of the quality improvement (QI) process. The goal of QI is to design rapidly without planning for every possible situation, learn from the results, and adapt with intention.
- Failure contributes to change when individuals choose to learn from it.
- Presenting failure as a natural part of QI helps to preserve motivation and morale among staff.
- staff feel supported
- Explicit bias are attitudes and beliefs we have about a person or group on a conscious level. Expressions of explicit bias (discrimination, hate speech, etc.) occur as the result of deliberate thought.
- Take the following steps to address bias: 1. Acknowledge the bias in the interaction, 2. Make a conscious decision to address the bias, 3. Strategies to counter the bias (humor; reject the stereotype outright; ask questions; and, acknowledge discomfort), and 4. Continue the conversation beyond the interaction.

Further Reading:

Quality Improvement	Simon Sinek: Choose Falling over Failure video.
Cultural Sensitivity	Explicit bias definition
	Grey's Anatomy clip 1 (video)
	Grey's Anatomy clip 2 (video)
	Grey's Anatomy clip 3 (video)