

'I think we should just listen and get out': a qualitative exploration of views and experiences of Patient Safety Walkrounds.

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Rotteau L, Shojania KG, Webster F. 'I think we should just listen and get out': a qualitative exploration of views and experiences of Patient Safety Walkrounds: Table 1. *BMJ Qual Saf.* 2014;23(10):823-829. doi:10.1136/bmjqs-2012-001706.

<https://psnet.ahrq.gov/issue/i-think-we-should-just-listen-and-get-out-qualitative-exploration-views-and-experiences>

[Patient safety walkrounds](#), in which senior hospital leaders meet with frontline staff to review patient safety concerns, has been promoted as a strategy to improve [safety culture](#). Investigators interviewed senior leaders and frontline staff at two institutions with such walkrounds in place. While senior leaders espoused key principles such as an open, blame-free culture and frontline staff engagement, they also discounted issues raised by frontline staff and reported executive visibility as a goal of walkrounds. In turn, staff described disillusionment with the lack of follow-up on their concerns. These findings spotlight the challenge of implementing interventions intended to bolster safety culture more broadly, as discussed in a previous AHRQ WebM&M [perspective](#).