

Instituting a culture of professionalism: the establishment of a Center for Professionalism and Peer Support.

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<https://psnet.ahrq.gov/issue/instituting-culture-professionalism-establishment-center-professionalism-and-peer-support>

This commentary describes the establishment of the Center for Professionalism and Peer Support at Brigham and Women's Hospital in Boston. The initiative aims to bolster [safety culture](#) by teaching [professionalism](#), managing [error disclosure](#), supporting wellness, and providing a program for [second victims](#). The intervention has worked to remediate unprofessional behavior in more than 200 cases, suggesting that a structured and staffed initiative can support the development of a safety culture. An accompanying editorial outlines five critical aspects of the program: leadership commitment, institutional champions, non-punitive reporting, a structured intervention model, and shared understanding of definitions, policies and procedures, and goals. A prior AHRQ WebM&M [commentary](#) also discusses the role of professionalism in safety.