

# Less Tolerating

## ↳ More Accountability



**Less tolerating** means reducing the acceptance of behaviors, practices, or performance that do not align with UNC Health's values and goals. It involves setting clear expectations and not allowing subpar performance or negative behaviors to persist without addressing them. Less tolerating encourages a culture in which teammates are held to high standards and where issues are promptly and effectively handled.



**More accountability** means ensuring that teammates and leaders are responsible for their personal and professional actions, decisions, and performance. It involves creating a transparent environment where goals and expectations are clearly communicated, and where there are systems in place to track individual, team, and organizational accountability progress and provide feedback. This shift promotes ownership, responsibility, and a commitment to achieving the organization's mission and values.

### Example Scenarios

#### Enhancing Patient Safety Protocols

**Less Tolerating:** A hospital administrator notices that some clinical teammates are not consistently following the established patient safety protocols, such as hand hygiene and proper use of personal protective equipment (PPE). Instead of overlooking these lapses, the administrator addresses the issue directly with the teammates, emphasizing the importance of adhering to safety protocols to protect patients and teammates.

**More Accountability:** The administrator implements a monitoring system to ensure compliance with safety protocols and provides regular feedback to the teammates. They also organize training sessions to reinforce the importance of these protocols and offer support to help all teammates integrate them into their daily routines. By holding teammates accountable for following the safety protocols, the administrator fosters a culture of responsibility and commitment to patient safety. As an organization, we have systems in place for safety and we must also have systems in place for accountability.

#### Improving Communication Among Team Members

**Less Tolerating:** A group of teammates frequently experiences miscommunication during shift handovers, leading to errors in patient care. Instead of tolerating these mistakes, the team decides to address the issue by setting clear guidelines for handover procedures and ensuring everyone follows them.

**More Accountability:** Each teammate is responsible for accurately documenting and communicating patient information during handovers. The team regularly reviews handover practices and provides constructive feedback to each other. By holding each other accountable, they improve communication, reduce errors, and enhance patient care.

Scan the QR code to learn more about this culture shift.

