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Abstract Keynote

Title	Introducing patient safety in primary care.
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Abstract

In my presentation I discuss the contribution of ethnography to understand and improve patient safety in primary care. The core methods of ethnography are observations and informal interviews, both focusing upon the day to day work of caregivers. Ethnographic methods, I will show, provide a different understanding of patient safety. Rather than focusing upon certain tools or specific interventions, ethnographic methods focuses upon the implicit initiatives, social networks and taken for granted structures that underpin patient safety. I will present the results of two ethnographic studies about patient safety in primary care, one in the Netherlands and one in the United States. Primary care givers, I will show, have difficulties understanding safety issues as they are framed in safety science and safety management. The challenge for patient safety in primary care is to align the day to day work care givers already do to ensure safety with the new tools and interventions that are introduced to manage safety more formally