

## Di chi è la colpa? Oltre la “blame culture” nei sistemi sanitari

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### **Who's guilty? Beyond blame culture in health systems**

*ABSTRACT: Everytime an accident happens in an organization, a judiciary process follows. The main focus of the investigation is on the identification of individual responsibility and related sanctions. But behind the investigation process it is possible to analyze the event from the organizational point of view looking for its systemic causes.*

*This paper introduces these two different views and their implications for the learning process in the organizations. (RINPE 2005; 23: 50-3)*

*KEY WORDS: Organizational accidents, Medical error, Blame culture, Learning culture*

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*PAROLE CHIAVE: Incidenti organizzativi, Errore medico, Cultura della colpa, Cultura dell'apprendimento*