

# Developing the skills NHS staff need to improve patient safety

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**Safer Care Priority Programme**



## Our brief from the Department of Health

### Education and Training

#11: NHS Institute to work with medical Royal Colleges and others to ensure that advances are made in **education & training** to support patient safety



### Help lead NHS campaign

#3: The National Patient Safety Agency should oversee the design and implementation of a national **patient safety campaign-focused** initiative.

# ***Safer Care***

***Building an NHS where every  
member of staff has the passion,  
confidence and skills to eliminate  
harm to patients***

# The Safer Care approach Leading Improvement in Patient Safety (LIPS)

## Organisations with competence

- Executive Quality and Safety Academy (EQSA)
- Boards

## Individuals in teams with competence

- Senior doctor and nurse
- Patient safety manager
- Chief Executive

# Risk and Safety

## Risk

- Defending against harm



## Safety

- Tackling improvement



# Risk and Safety

## Defending against harm

- CNST
- Healthcare Commission
- NRLS

**Quality Assurance**

## Tackling improvement

- Identifying and measuring harm
- Setting strategic goals
- Identifying drivers and process changes
- Small scale test of change
- System level improvement

**Quality Improvement**

# Different skill sets

## Risk

Compliance with standards

- Complete
- Partial
- None

Risk Registers

- Current?
- Meaningful?
- Acted upon?

Responding to complaints

- Timely
- Remedial action

Investigations

- Reporting SUI
- RCA

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## Safety

Measurement of harm

- 2x2 Matrix
- GTT

Measurement for improvement

- Run charts & SPC

Model for improvement

- Small scale test of change
- PDSA

Strategic Alignment

- Driver diagrams
- Process changes

## Human Factors

- **Communication e.g. SBAR**
- **Situational Awareness**
- **Design changes**
- **Incident decision tree**

# LIPS Programme – now recruiting 4<sup>th</sup> cohort

- **Getting Started**
  - Learn the techniques available to understand your rate of harm and know what harm looks like. You will then be able to start measuring for self improvement ahead of the Executive Quality and Safety Academy (EQSA).
- **Executive Quality and Safety Academy (EQSA)**
  - This two-day programme is designed to increase your executive team's capacity to lead organisational improvement. Focusing on seven leverage points, you will leave the event with a detailed plan to improve quality and safety in your trust.
- **Leading Improvement in Patient Safety (LIPS) Core Module**
  - This five-day programme builds your capability to lead improvement in patient safety. You will develop an implementation plan for tangible results and have the opportunity to share this with your chief executive on the last day of the course.
- **Pursuing Improvement in Patient Safety**
- **Progressing Improvement in Patient Safety**
- **Sustaining Improvement in Patient Safety**

# LIPS Core Module: An introduction to Human Factors

## **Migration and violations**

- Why we find it hard to follow rules; how we drift towards danger

## **What we think**

- Overloading our cognitive state

## **What we feel**

- Overloading our behavioural repertoire

## **What we do**

- Overloading our emotional state

# Error reduction strategies

- **Design for safety**
- **Automate carefully**
- **The way we think – (cognition strategies)**
  - Avoid reliance on memory
  - Simplify
  - Standardise
  - Safer labels and signs
- **The things we do – (behavioural strategies)**
  - Use constraints/forcing functions
  - *Use protocols and checklists*
  - *Improve information access*
- **The way we feel about our work – (emotional strategies)**
  - Promote effective team functioning
  - Reduce number of handovers
  - Structured management of handovers

# How we teach

- Theoretical model of non-compliance
- Observations
  - Walkabouts
  - Videos
  - Slides
  - Examples from hospital practice
- Case studies
  - Situational awareness
  - Do no harm
  - Just culture
- Exercises
  - SBAR
  - Puzzles
  - Memory tests
- Group work
  - Discussion, reflection, challenge



**Theorist**



**Pragmatist**



**Activist**



**Reflector**

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