ISQua's 39th International Conference

27th- 30th August | COEX Seoul

LISTEN, LEARN AND LEAD: DEVELOPING A STRONG SAFETY CULTURE WITHIN A SPECIALIST PAEDIATRIC HEALTHCARE PROVIDER THROUGH THE INVOLVEMENT OF SERVICE USERS AND STAFF ACROSS THE ORGANISATION

P164

E.AKERS, [1], S. SHARMA,1, H. HUGHES [2] and D de BEER 1

1 Great Ormond Street Hospital for Children NHS Foundation Trust, London

2 Patient Safety Learning, London

INTRODUCTION

To facilitate the implementation of a patient safety transformation change programme at a specialist paediatric healthcare organisation working within a complex healthcare system, an underpinning programme has been developed in collaboration with a specialist patient safety charity, Patient Safety Learning.

This programme is integral to our ambition of reducing avoidable harm and strengthening safety culture.

This programme involves clinical and patient safety leaders, staff, patients, families and executives and uses resources from within and beyond the organisation to expand knowledge, challenge ideas and help move us forwards.



Working with the Young People's Forum to understand their view of Patient Safety

AIM

GOSH has a clear ambition to 'listen, learn and lead' in paediatric patient safety.

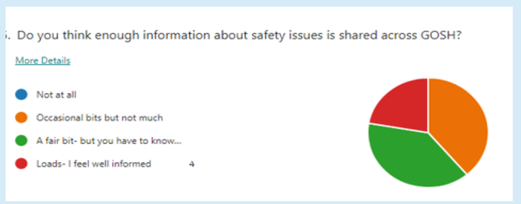
In addition to implementation of the National Patient Safety Syllabus (1), we aim to achieve through:

1. A dedicated programme to enhance the knowledge of those in roles with a specific patient safety remit
2. Actively sharing learning from safety incidents, both positive or negative, across the organisation
3. A, comprehensive and inclusive paediatric patient safety focused programme.

APPROACH

Learning About Safety: Scoping and Learning Needs Analysis

1) Implement the National Patient Safety Syllabus: e-learning and face to face
2) Identify learning & knowledge gaps in relation to dedicated roles
3) Explore ways-to of sharing information
4) Implement education programme





Dedicated paediatric patient safety focus: Leading

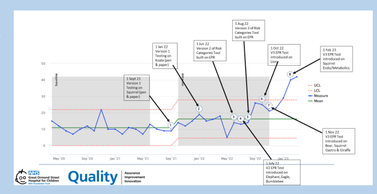
- GOSH Paediatric Patient Safety Conference
- Deteriorating Patient Programme
- SHOT (Serious Hazards of Transfusion) national webinar
- Patient Safety Education
- Network: paediatric voice- a network of leaders in patient safety education

Dedicated programme to enhance the knowledge of those in roles with a specific patient safety remit

Safety II
HSIB- Family Engagement, Bronze, Level 2
Human Factors
tools
Learning from Patient Safety Events (LfPSE): utilising data
ISQua Fellowship
Patient Safety Incident Response Framework (PSIRF) anticipated impact
Patient Stories and Experience
Duty of Candour
Root Cause Analysis
NHS Horizons: technology and
After Action Review
Investigative Interview Skills

Actively sharing from safety incidents: Listening & Learning

- Patient Safety & Experience Grand Round: monthly webinar
- Deteriorating Patient Programme
- Bespoke patient safety education:
- World Patient Safety Day
- Blood Transfusion and Patient Identification audit and focus
- Sepsis education
- Professional Nurse Advocates: developing understanding of psychological safety at GOSH
- Safety Walkarounds: one to one conversation with front line staff about safety concerns





Working with the Young People's Forum

- Workshops on general patient safety
- Skin Tone & parental concerns
- Patient identification and wristband
- 'What Does Patient Safety Mean to Me?' video





RESULTS

- Children & Young People more involved in decisions about their care and patient safety.
- 'Hard to reach' staff groups have equal access to patient safety education and a growing voice.
- Staff describe a greater awareness of patient and psychological safety.
- This work is paving the way for Patient Safety Partners whose contribution will be amplified by this greater awareness and engagement.



CONCLUSIONS

- Implementing organisation-wide cultural change is a huge challenge.
- Learning Needs Analysis shows a significant desire to develop skills and knowledge in patient safety.

Staff and patients describe a sense of increased engagement, a desire for learning and the amplification of the patient voice as positive steps in achieving our ambitions.



Estates and Facilities team members having their NHS Safety Syllabus Level 1 training face to face



Young People's Forum patient safety workshop

ACKNOWLEDGEMENT

Engagement with our service users and colleagues across the organisation is fundamental, with input at all stages. This will continue to grow as our programmes mature.

REFERENCES

(1) NHS Patient Safety Syllabus training - elearning for healthcare (e-lfh.org.uk)

CONTACT INFORMATION

Elizabeth Akers, Head of Education for Patient Safety, Great Ormond Street Hospital for Children, London

Elizabeth.akers@gosh.nhs.uk