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The Safety Culture Series

Evaluating Incidents & Best Practice.

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Let’s talk about the Manchester Patient Safety Framework...

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What is ‘Evaluating Incidents & Best Practice’?

How are incidents evaluated?

What recognition is there of safe practice?

How is the resultant data used?

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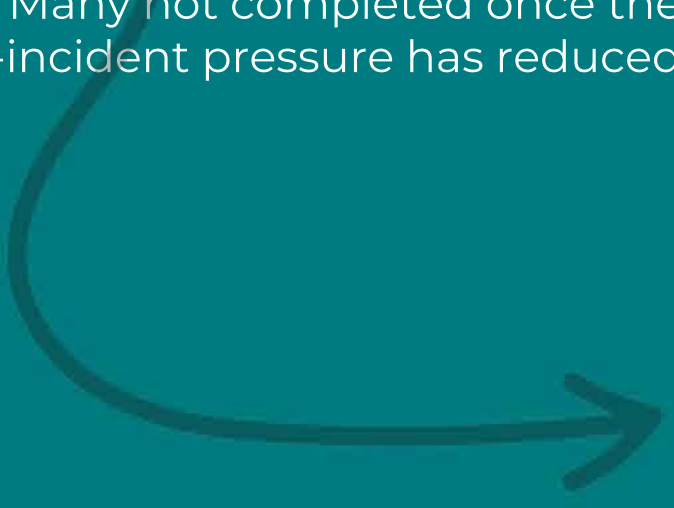
Levels of Culture

1. Pathological

. Incidents are swept under the carpet
. Superficially investigated
. Focus on 'closing the book'
. Focus on 'hiding the bad event'
. Little action taken, and when taken is usually disciplinary focused
. Has little recognition of good practice

2. Reactive

. Investigations focus on damage limitation
. Staff are seen as the cause of the event
. Investigations limited in depth and detail
. Quick fix solutions proposed- Many not completed once the post-incident pressure has reduced



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Levels of Culture

3. Bureaucratic

. Senior managers are involved in investigations
. Investigations are often narrow and focus on the individual, with some awareness of system factors.
. There is a detailed investigation procedure- often paper work heavy and focused
. Investigations often conducted so the organisation can say they investigated
. Focus of action often on procedures and policies.

4. Proactive

. Organisation is open to inquiry and welcomes external involvement to improve independence.
. Investigations focus on systems and causal factors
. Focus is on learning and sharing the learning
. Incident data is analysed to identify trends and predict emergent risks.
. Patients and families are involved in the investigation process, and recommendations.

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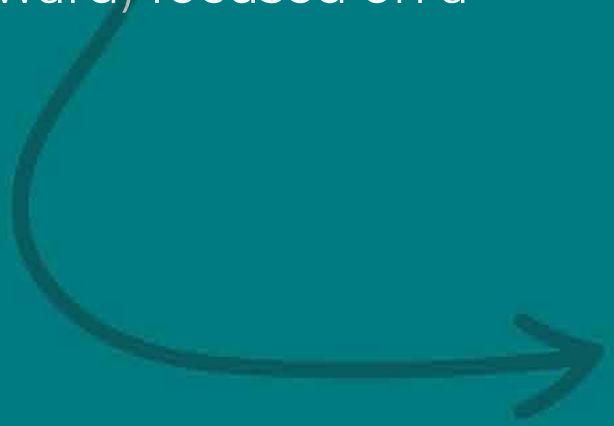
Levels of Culture

5. Generative

. Internal and external independent investigations conducted.
. Staff, patients, carers and families fully engaged in investigation process
. Investigations are seen as learning opportunities, focused on improvement.
. Staff involved in regular data analysis
. Learning and best practice shared throughout the organisations regularly.
. All levels of staff (Board to ward) focused on a learning culture.



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How does your team and organisation fair?

Use these characteristics to reflect on:

. What's your team's local culture (or climate) like?
. What's the organisation's culture like?
. How is it changing over time?

As a service user:

. What evidence of these do you see in the services you use?

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Culture is critical!

Building a strong culture is critical, but can take a long time.

If you would like advice and support on improving your culture, comment below and we'll be in touch

References

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