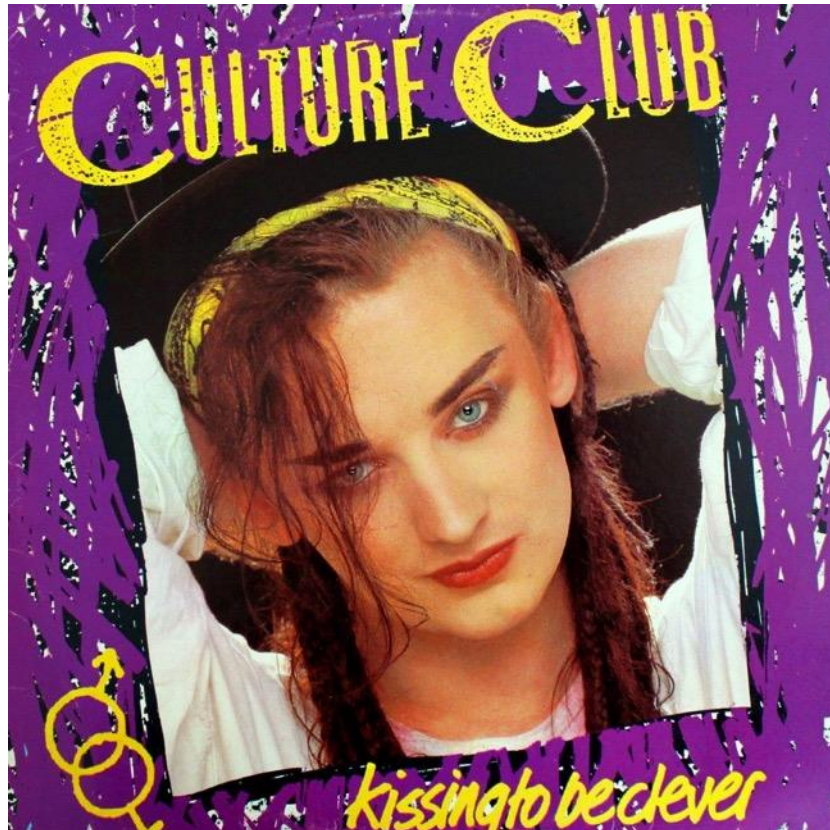


Supporting improvement in safety culture across perinatal services

Tony Kelly

What is culture?



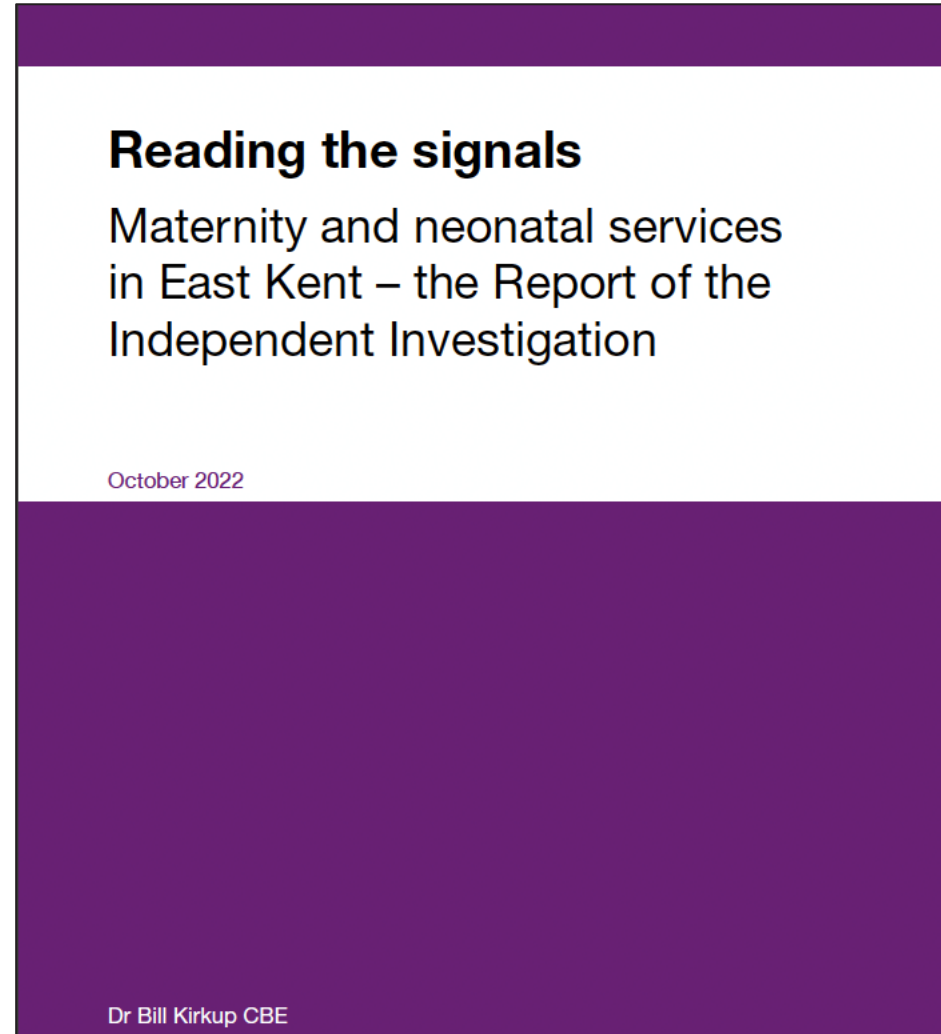
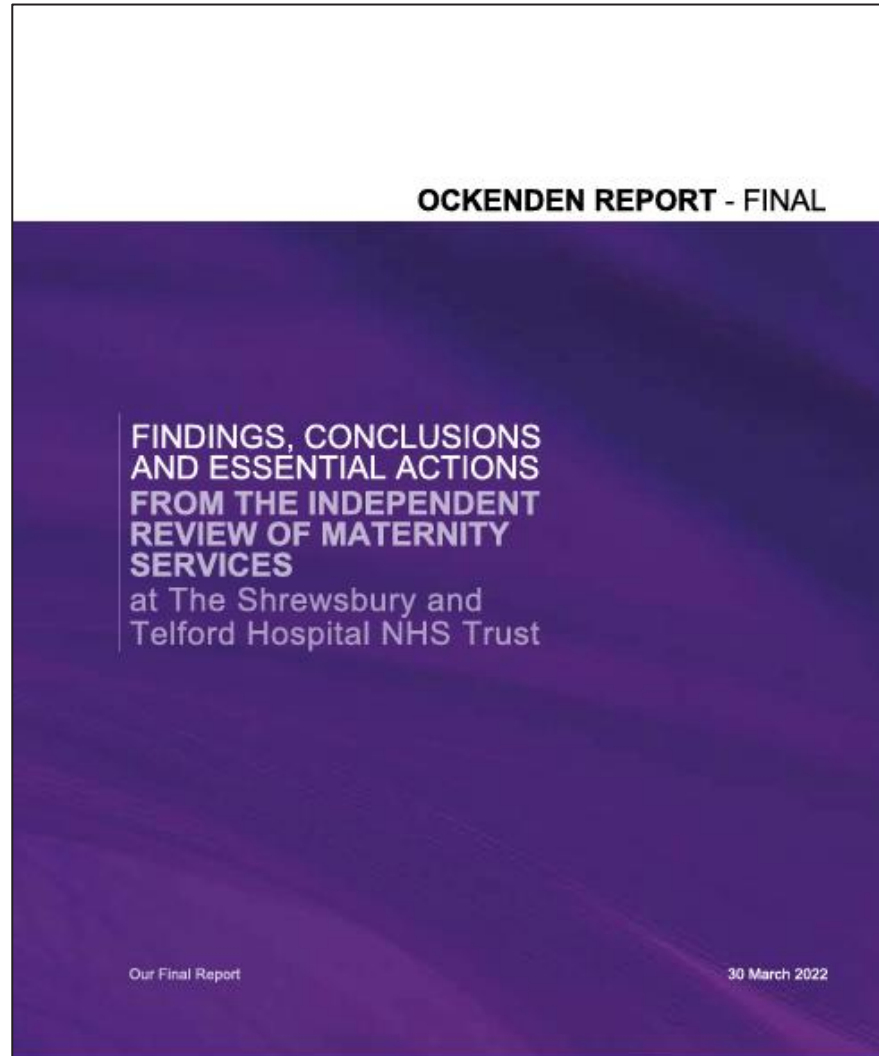
“The way things are done around here...

...when nobody is watching”

What does a positive view of safety culture look like?

*Craft, create and
nurture
the conditions where
individuals and teams
flourish in the
delivery of brilliant care*

Is (poor) culture an issue within perinatal services?

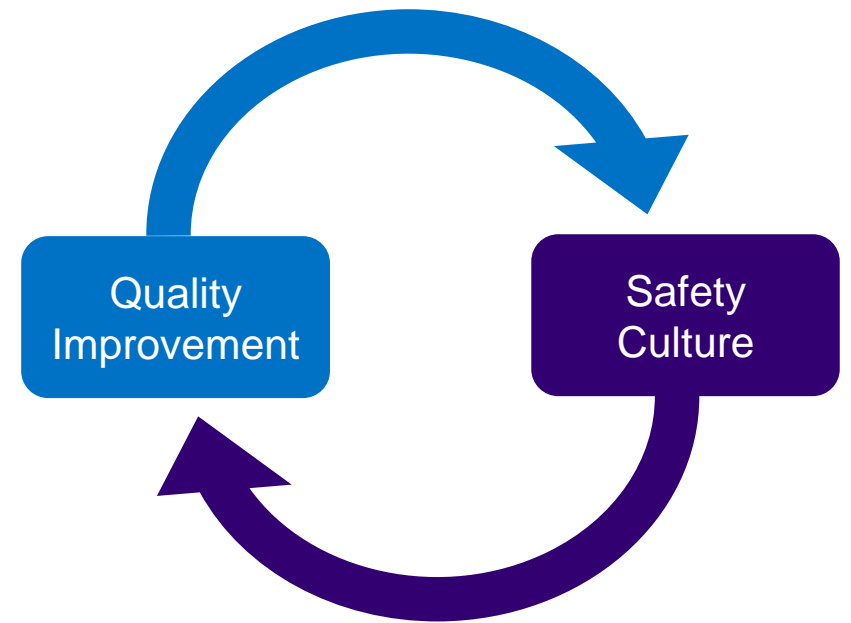


What have we done previously to understand culture?

2017-2019
87 organisations
16,265 respondents
1331 consultants
922 junior doctors
8149 midwives
2021 nurses
61% response rate

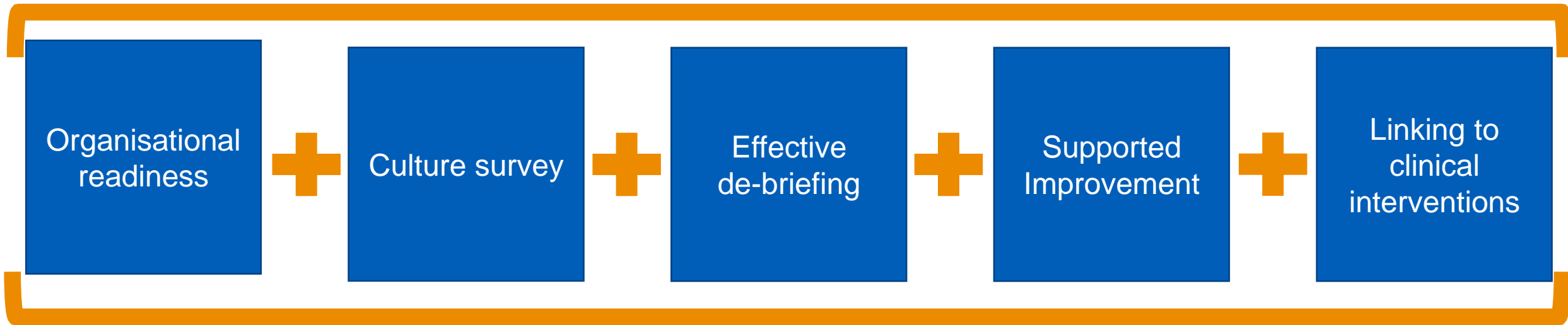
NHS
Improvement

Measuring safety culture in maternal and neonatal services: using safety culture insight to support quality improvement



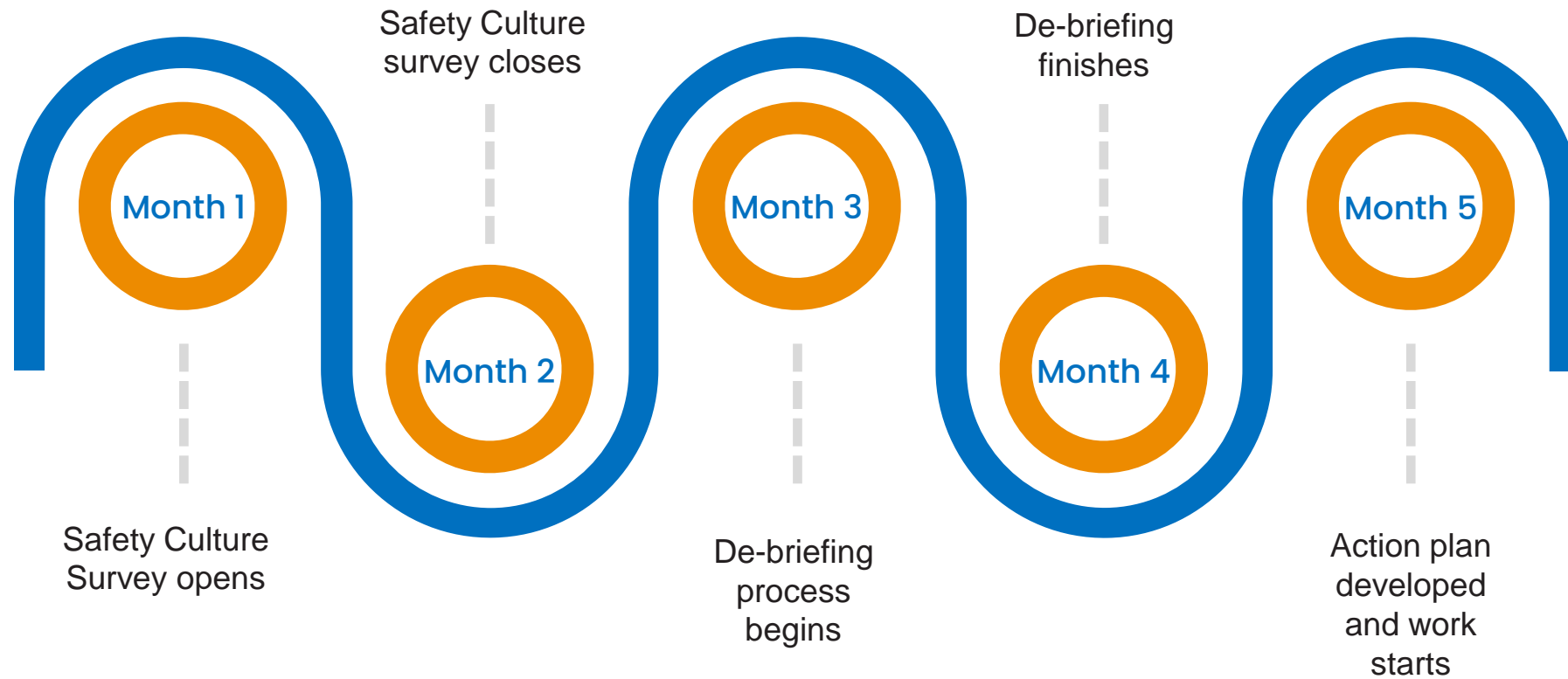
What did we learn from before?

Collaborative Learning

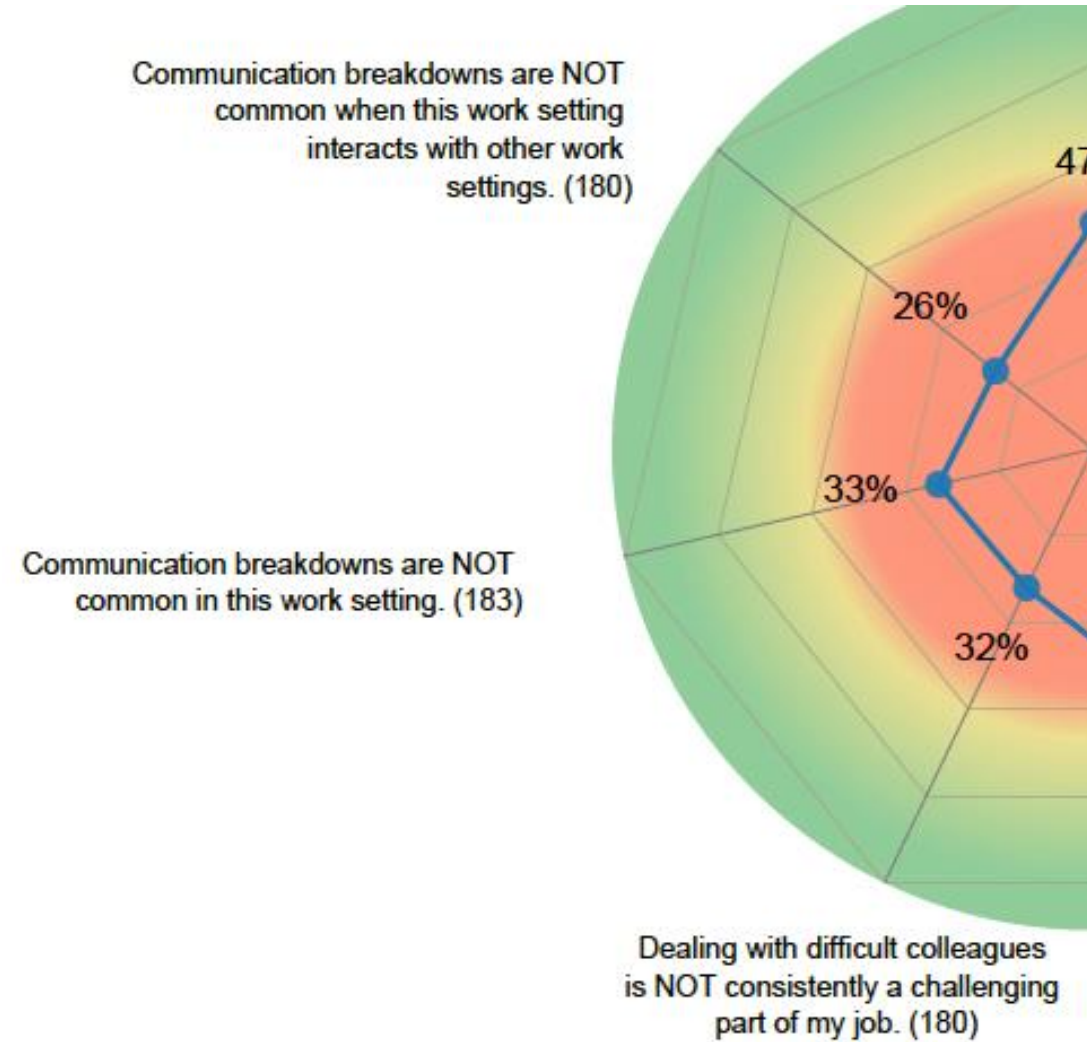


Enabled Leadership

How do we support you?



How can we optimise escalation & response?



Appreciative Research: What did we find?



Cultural Values

shaping *how* strategies and interventions work in practice.

Repository: How can we apply this in practice?

Safety Huddles

Importance of social cohesion

‘that’s what I notice a kind of inclusive atmosphere. If I’m at a huddle where there’s a really good turnout and people are joining in, and even there’s little bit of banter, you know, that friendly kind of chit-chat. That feels like a safer ward than one where everyone’s kind of on-edge, standing nervously by the person that’s in charge’
[Scoping interview 2]



How can we optimise escalation & response?

each baby counts +
learn & support



Royal College
of Midwives



Royal College of
Obstetricians &
Gynaecologists

TEACH OR TREAT

IDENTIFY COMMUNICATE ACT

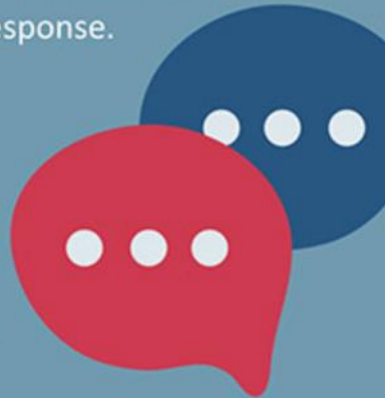
As a department, we are promoting learning conversations. If clinical concerns are escalated to you, please use TEACH or TREAT to frame your response.

TEACH

Reassuringly explain to colleagues and women why you think there is no need for clinical concern and action to be taken.

TREAT

Take action, provide the appropriate response in the appropriate time frame.



STILL CONCERNED? ESCALATE FURTHER



How do you feel about supporting this process?

