



Co-Lead

ABOUT THIS MODULE



**MONITORING & COMMUNICATING
SAFETY PERFORMANCE AT TEAM LEVEL**



Monitoring & communicating safety performance at team level

What is the goal of this module?

This module builds on the Risk and Safety Management module, to provide team members with a structured tool and overarching perspective on the ways in which they can track safety performance. During the session, the team will collectively decide on what safety measures they will monitor and display on the ward.

What is the collective leadership focus of this module?

- **Mix of leadership and followership: People leading on topics where they have expertise and motivation**
- **Sharing leadership roles and responsibilities**
- **Cooperation and coordination between members**
- **Engagement of all team members**

What areas of team behaviour does this module focus on?

- **Enhanced collaboration**
- **Coordination and effective team working**
- **Cooperation between team members**
- **Cross-monitoring**



Who is this module for?

All team members. The four components that make up patient safety (patient, environment, care, team) are made up of contributions from varied staff members, and insight from diverse individuals will ensure that as many potential safety measures as possible are discussed for inclusion into the monitoring tool.

What is the patient safety impact of this module?

Greater team-level awareness and cross-monitoring of the patient safety components within the ward will facilitate a culture of improvement through realistic and specific goals.^{1,2}

References

1. Vincent C, Burnett S, Carthey J. (2013) The measurement and monitoring of safety: Drawing together academic evidence and practical experience to produce a framework for safety measurement and monitoring. London: The Health Foundation. ISBN 978-1-906461-44-7
2. The Health Foundation. (2016) A framework for measuring and monitoring safety: A practical guide to using a new framework for measuring and monitoring safety in the NHS. London: The Health Foundation. ISBN 978-1-906461-53-9



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SESSION OUTLINE



**MONITORING & COMMUNICATING
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SESSION OVERVIEW

- Purpose:** This session will give team members an understanding of the importance of having a 'big picture' view of safety (patient, environmental, care and team components).
- Timing:** 60 min.
- Setup:** Introduction > Reflection > Exercise > Feedback
- Outcomes:** The team will decide what measures they want to monitor and display on the ward in relation to quality and safety.
- Facilitators:** 1-2 team members to facilitate; 1 team member to act as scribe throughout the virtual session- recording ideas, discussion points, and outputs.

ADVANCE PREPARATION

- Materials:** One facilitator should designate 4-5 team members to become subgroup leaders during the session. These individuals will facilitate a discussion in subgroups and share the HANDOUT with their team (Step 4). The HANDOUT should be emailed to these subgroup leaders prior to the session. Handouts can be shared during the session using the screen share function in Zoom (<https://youtu.be/YA6SGQIVmcA>). Materials can also be sent to participants in advance of the virtual session.
- Equipment:** Computer, stable internet connection, Zoom account.
- Attendees:** All team members can attend remotely using the Zoom connection details.





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START OF SESSION

1) Welcome and introduction (5 min.)

Welcome and recap of Co-Lead (aims, sharing of leadership across team, etc.), give introductions if new people are in attendance and update the team on progress on previous session outputs.

Highlight the relevance of the topic to practice: By deciding what is meaningful to measure as a team, our awareness of important safety factors will be heightened which can serve to reduce errors and enhance patient safety.

The aim of this session is to give team members an understanding of the importance of having a 'big picture' view of safety (patient, environmental, care and team components). The desired output from the session is a list of measures that the team will monitor and display on the ward in relation to quality and safety.

2) Icebreaker (5 min.)

Take a minute of personal reflection and ask each member of the team to identify one risk/safety issue that has been normalised (or that people have become accustomed to) within the team. Facilitator then asks each member of the team to feedback their thoughts to the larger group.



3) Reflection on Risk and Safety Management and Goal setting session (10 min.)

This session follows the RISK AND SAFETY MANAGEMENT intervention where the team discussed the quality and safety of care provided by the team and identified current measurements as well as processes requiring measurement. Facilitators should reflect on what was discussed using the outcome template from the previous session (if available, this outcome template can be shared with the team using the screen share function in Zoom), exploring how the team answered the following 6 key questions (Health Foundation 2016);

1. What are we doing well in terms of safety as a team?
2. Has the patient care we've provided been safe in the past?
3. Are our team's clinical systems and processes reliable?
4. Is the team's care safe today?
5. Will the team's care be safe in the future?
6. Are we as a team responding and improving?

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Facilitators should briefly ask for feedback on the homework exercise from the last session by asking the question:

Has anyone considered any additional measures that are recorded by the hospital in terms of risk and safety that are relevant to the team?

The team should also reflect on the goals they have developed from the GOAL SETTING session. These goals will help inform what is meaningful to measure as a team.

4) Group Exercise: Deciding on what your team wants to monitor in relation to performance (10 min.)

Using the breakout rooms function in Zoom (<https://youtu.be/jbPpdyn16sY>) create sub-groups that are multi-disciplinary. Ask each designated subgroup leader to use the screen share option in Zoom to share the HANDOUT with the other subgroup members.

Following the team's reflection on the previous session (what is currently being measured by the team and hospital and gaps in measurement), the facilitators should ask the subgroups to choose:

1. One measure they believe is meaningful in each domain (patient/environment/care/team) that is currently being measured which can be displayed on the ward.
2. One measure they believe should be monitored in the future relating to the team's goals or gaps in measurement acknowledged in the previous session.

One team member from each small group should act as a scribe and summarise their discussion.

Note: Facilitators should emphasise that it is important that the measures chosen mean something to the team and will motivate them.



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5) Group Feedback (25 minutes)

Facilitators should lead a group discussion and ask each subgroup to feedback what measures they have chosen. Using the outcome template, one facilitator should share their screen using the screen share function in Zoom and record the main points of discussion.

When the team decide what is meaningful to measure, they should then discuss:

1. How they will evaluate these measures?
2. Who will monitor and update the measures on the board (sub-team)?
3. How frequently should the board be updated (weekly, monthly, quarterly)?

6) Close of session (5 min.)

Give brief feedback on the session. Encourage team members to send any notes or suggestions from the group exercise by email to maintain a record of the discussion. Using the outcome template confirm whether consensus has been reached in relation to the measures chosen: how they are to be measured and the sub-team members associated with each measurement.

