



Co-Lead

ABOUT THIS MODULE



**TALKING ABOUT SAFETY USING
PLAYDECIDE: PATIENT SAFETY**



ABOUT THIS MODULE



TALKING ABOUT PATIENT SAFETY - PLAYDECIDE: PATIENT SAFETY

What is the goal of this module?

This module will give participants a broader understanding of barriers and enablers of error reporting, by discussing complex scenarios based on real-world patient safety events and sharing their own lived experiences. After taking part in the session, team members will have a strengthened awareness of the importance of error reporting, and they will have built a shared consensus position on the responsibility of team members to report errors.

What is the collective leadership focus of this module?

- **Cooperation and coordination between members**
- **Engagement of all team members**
- **Recognising and valuing contribution of others**

What areas of team behaviour does this module focus on?

- **Enhanced collaboration**
- **Cohesion and coordination**
- **Cross-monitoring**



Who is this module for?

All team members. Patient safety and good error reporting can be supported by improving understanding among the whole team.

What is the patient safety impact of this module?

Error reporting and speaking up about safety are important components of medical professionalism and patient safety culture.¹ However, there are numerous challenges to good error reporting practice, such as fear of retribution, thinking that someone else is dealing with the problem, and a belief that reporting problems would be futile.² By encouraging discussion and building consensus around the benefits of error reporting, teams and institutions can improve patient safety culture.

References

1. Health Information and Quality Authority. National Standards for Safer Better Healthcare. Dublin: Health Information and Quality Authority, 2012.
2. Rafter N, Hickey A, Conroy RM, et al. The Irish National Adverse Events Study (INAES): the frequency and nature of adverse events in Irish hospitals-a retrospective record review study. *BMJ Qual Saf* 2017;26:111–9. doi:10.1136/bmjqs-2015-004828



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SESSION OUTLINE



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SESSION OVERVIEW

- Purpose:** This session will introduce a tool to help teams discuss patient safety issues using case studies and guided discussion.
- Timing:** 60 min.
- Setup:** Information > Video > Group exercise
- Outcomes:** The team will gain greater awareness of the ways in which all staff can help ensure patient safety, and agree on a consensus position around error reporting to strengthen daily practice.
- Facilitators:** 1 facilitator is required for each group of 4 – 8 participants.

ADVANCE PREPARATION

- Equipment:** Each team member should access the meeting via computer with internet connection, webcam, and microphone, or via a smartphone.
- Materials:** PDF handout containing player guidelines and game card sets.
- Meeting:** Set up a meeting via Zoom and invite attendees.
- To take notes or share ideas, share screen with a document in Microsoft Word, Google Docs, or other writing software.
- Facilitators:** Read through this module guidance to become familiar with the session outline. Before conducting the session, facilitators should read through the PlayDecide: Patient Safety game instructions, or conduct a trial session. This will help them become familiarised with the game flow and allow them to conduct the session with good timing.
- Attendees:** Share the materials in advance via email with the attendees, and ask them to read through them before the session.





SESSION OUTLINE (contd.)



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START OF SESSION

1) Introduction (5 min.)

Welcome and introductions if new members are attending.

Introduce the aim of the session: To engage in discussion about the importance of speaking up about safety and having a collective vision of how reporting of patient safety errors should be done. Note the background of the PlayDecide: Patient Safety game, which was developed out of a research project aimed at teaching junior doctors the importance of speaking up and reporting safety concerns. It contains real-world scenarios and was co-developed in close partnership with clinicians and patients.

2) Video (5 min.)

Show participants the introductory video at the PlayDecide: Patient Safety website, www.patientsafetydiscussions.ie

This will help familiarise them with the concepts of the game, and the basic flow of the session.



3) PlayDecide: Patient Safety game (50 min.)

Note: It is important to ensure that the game is completed within the session time, therefore facilitators may need to prompt the participants to move on to the next phase of the game at the right time, or slightly shorten one of the three stages.

Firstly, remind players that the aim of the PlayDecide game is to engage team members in discussion around patient safety and error reporting. It is NOT an examination or test of knowledge.

Stage 1: Information gathering (Approx. 10 min.)

Ask the players to read the game guidance included in the PlayDecide: Patient Safety online handout if they have not done so already, then ask them to select a set of cards to help prompt discussions. Once everyone has chosen a card set, ask each player in turn to *briefly* summarise their cards for the group **in their own words**.

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Stage 2: Discussion (Approx. 20 min.)

Invite the players to commence the discussion by asking if any of the stories, info, or issues presented have resonated with them, or if they have experienced similar situations in their own working practice. Aim to keep the discussion moving by using open-ended questions such as “has anyone else experienced this?” or “how might the character in this story have responded differently?” Continue the discussion by exploring the players’ experiences and viewpoints by asking them to develop or elaborate on themes which arise as they talk.

Note: Ensure equal participation by seeking the opinions of players who seem to be less active in the discussion, or by gently interrupting players who tend to monopolise the speaking time.

Stage 3: Shared group response (Approx. 20 min.)

Invite the players to view the final page of their handouts, which shows the four possible group positions, and share your screen with this page visible. Ask the players if there is any one of the positions that they agree would be their group’s policy on error reporting. If there is disagreement, ask players to suggest changes to the policy position, with the aim of reaching a group consensus. Note these suggestions, and either type or write the new group policy and show it on your screen for the players. Once a consensus has been reached, the game is complete.



4) Close of session (5 min.)

Ask participants to briefly feed back any observations made, what policy positions they agreed on, and whether there were any disagreements, and how they were resolved. Note any differences or similarities in participants’ views of the position statements. Restate the aim of the session: to engage team members in discussion around patient safety and error reporting. Encourage players to try using the PlayDecide: Patient Safety game with other teams that they might be a part of, and to visit the website www.patientsafetydiscussions.ie and share it with colleagues or teams that may be interested in using it.