Risk and Safety – A Fine Balance

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Director of Safety and Learning
In order to understand where you are going...

Sometimes it is worth looking back at where you have been
“I messed up,” she wrote. “I’ve been giving calcium chloride for years. I was talking to someone while drawing it up."
Miscalculated in my head the correct mls according to the mg/ml
First med error in 25 yrs
I am simply sick about it
I will be more careful in the future
Richie Williams 1996
Donna Horn 1990
ACCIDENT

VERY UNSAFE SPACE

Driving 90 mph

Driving 80 mph

The speed limit is 70 mph - the ‘legal’ space

Life Pressures
System Pressures
Belief Systems
CLINICAL INCIDENT

VERY UNSAFE SPACE

Unsafe

Risky

Safe

Life Pressures

System Pressures

Belief Systems
Seven steps to improving staff and patient safety...
One: Building a Positive Safety Culture
Two: Leadership and Teamwork
Three: Reducing Variation
Four: Innovative Reporting
Five: Meaningful patient involvement

#hellomynameis
Six: Learning from incidents using the just culture approach
Seven: Implementation of safer practice
Looking after yourself
The Three Buckets Test!

SELF

CONTEXT

TASK
## Self Bucket

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social</td>
<td>Life distractions</td>
</tr>
<tr>
<td>Physical</td>
<td>Fatigue, fitness, health</td>
</tr>
<tr>
<td>Mental</td>
<td>Anxiety, stress, confidence (over or under)</td>
</tr>
<tr>
<td>Capability</td>
<td>Knowledge, experience, expertise</td>
</tr>
</tbody>
</table>
## Context Bucket

<table>
<thead>
<tr>
<th>Category</th>
<th>Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment and devices</td>
<td>availability, familiarity</td>
</tr>
<tr>
<td>Physical environment</td>
<td>lighting, noise, temperature</td>
</tr>
<tr>
<td>Workspace</td>
<td>working environment, writing space, layout</td>
</tr>
<tr>
<td>Team and support</td>
<td>leadership, stability and familiarity, trust</td>
</tr>
<tr>
<td>Organisation and management</td>
<td>safety culture, goals, targets and workload</td>
</tr>
</tbody>
</table>
## Task Bucket

<table>
<thead>
<tr>
<th>Task complexity</th>
<th>calculations, multiple cognitive tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Novel task</td>
<td>unfamiliar or rare events</td>
</tr>
<tr>
<td>Process</td>
<td>task overlap, multi-tasking</td>
</tr>
</tbody>
</table>
You are the everyday people who heal people every day

You need to be supported to do that in the safest possible way