HEALTHCARE SAFETY
INVESTIGATION BRANCH

Helen Jones - National Safety Investigator

HSIB – who we are, what we do…

HSIB
HEALTHCARE SAFETY INVESTIGATION BRANCH

- HSIB undertakes independent safety investigations of patient safety incidents in NHS-funded care, in England
- Our experts in safety investigation have backgrounds in the NHS, aviation and military investigations, human factors and other safety critical industries
- Aim to model the values and behaviours that support transparency and blame-free learning
- We collaborate with organisations, healthcare staff, patients and families during our investigations

Patient Safety Incident Response Framework

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- Part of the National Patient Safety Strategy led by NHSE and I
- Intended to address shortcomings of the Serious Incident Framework
- High quality incident investigation requires the right skills, systems, processes & behaviours
- PSIRF proposals explore:

- a broader scope - transparency & support;

- a risk-based approach - reinforcing the purpose;

- investigator time & expertise - cross-setting investigations

- Proposals closely reflect the HSIB objectives and principles

National Investigations

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- HSIB's purpose is to identify the safety risks, follow the evidence and develop effective safety recommendations
- Our investigations are risk based learning reviews, rather than outcome based investigations
- HSIB decide what to investigate based on:
  - **the scale of risk and harm**
  - **the impact on individuals involved and on public confidence in the healthcare system**
  - **the potential for learning to prevent future harm**
- National investigations do not replace local investigations or legal processes

Independent Investigations

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- Diverse experience of HSIB investigators and analysts results in MDT with multiple perspectives: clinical and non-clinical
- Investigation teams are routinely made up of a principal national investigator, two national investigators and an intelligence analyst
- Professional background and prior learning determine membership of each investigation team
- We work with subject matter experts / advisors
- Investigators receive training in human factors and safety science in investigations at Cranfield University – world renowned in accident investigation

Independent Investigations

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- HSIB investigations draw on a range of methodologies to collect and analyse evidence
- Investigation process: importance placed on site visits and observations in local area in addition to interviews with staff, reviews, simulation, cognitive work etc.
- Consider 'sequential' methods of analysis but also adopt 'systemic' methods used in more complex systems
- HSIB focus on the quality of the learning review, rather than stringent deadlines for completion
- Whilst we have a timeframe, we create shorter milestones

Reporting

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- HSIB publishes investigation reports identifying its findings and making safety recommendations and safety observations to national bodies
- To date this has included published reports into a range of care settings:

NATIONAL SAFETY RECOMMENDATIONS

(at 30 September 2019)

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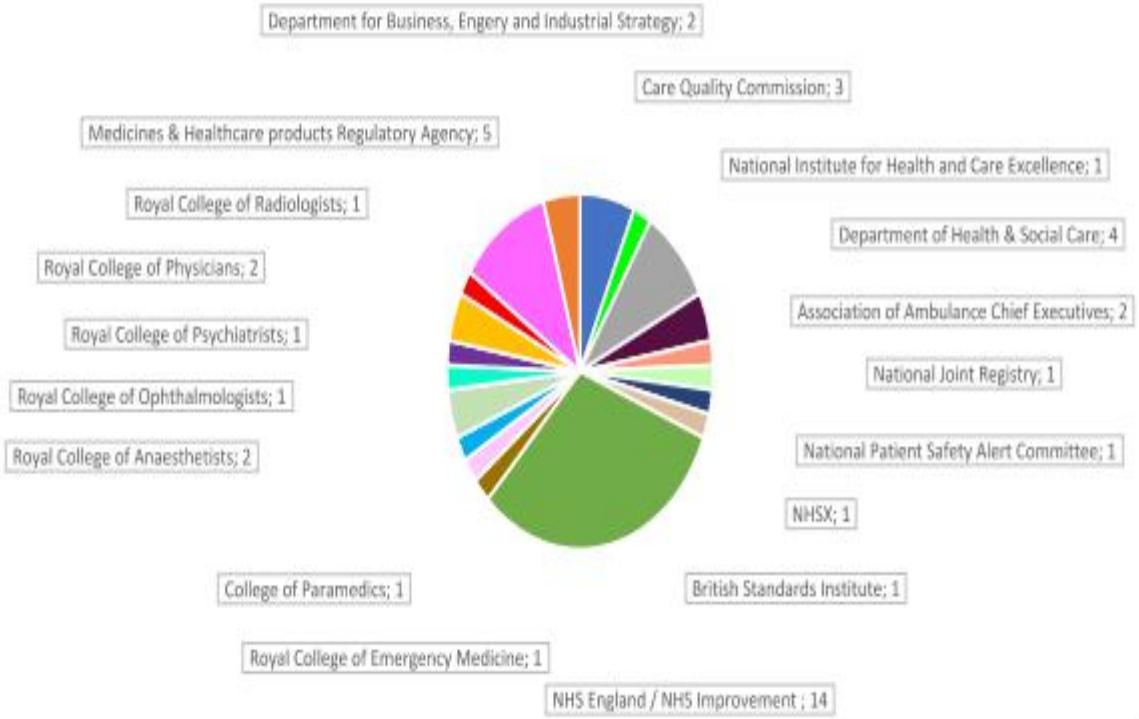

Safety Recommendations
(14 published reports)

Number of recommendations	Number awaiting a response (within 90 days)	Number of recommendation responses received
49	13	36

Additional actions noted (no response required)

35 Safety Observations

15 Safety Actions

Professionalising Safety Investigations

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- Safety investigation is undertaken by HSIB as a specialist professional activity
- Our ethos is one of collaboration and learning – this will inform our approach to supporting improved local investigations
- Keen to ensure that we have sufficiently developed and tested our methodologies and processes before we start presenting them as exemplars for trusts
- We are currently establishing an in-house learning and development function to systematise this process
- Have you any views about what support you would find helpful with your local investigation processes, or aspects you find particularly challenging?

Engaging with Staff

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- Engaging with staff within organisations is an important part of our process
- Aim to speak to a range of staff, whether directly involved in a specific event, or have expertise on a particular subject matter
- We may ask staff to attend interviews with us, or hold conversations with staff in the process of carrying our observations in clinical environments
- Staff provide a vital insight into 'work-as-done' and local rationality
- It helps us to understand what happened, how it can happen again and identify wider issues relating to patient safety

Support and Involvement of Staff

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- Full account from staff in safe environment can be cathartic
- Direct staff to support services if required and let them know the stages in the investigation process
- Share draft reports with staff involved for chance to review and comment
- We do not name staff or the organisations where we've investigated
- We do all we legally can to ensure that sensitive information shared with us by staff is not disclosed outside of HSIB

Family Engagement

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The **prompt**, **effective** liaison between a **family** and an investigation to ensure the family is **integral** to the investigation and is treated professionally, respectfully and according to their **individual needs.**

Working with Families

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- Family involvement is fundamental from the start, identifying a dedicated liaison person
- Listening to patients/families account of events
- Ensuring they understand the scope of the investigation – setting realistic expectations
- Agree communications – no surprises or uncertainty
- Sharing our draft reports
- Disengaging

Family feedback

Please mark the box with a tick or cross according to your views	Strongly agree	Agree	Undecided	Disagree	Strongly disagree	Not relevant to my situation
1 I was initially informed about the involvement of HSIB and given a choice as to how to communicate with investigators						
Comments						
2 HSIB investigators contact with me enabled me to feel part of the investigation						
Comments						
3 I was given details of a specific individual and how and when I could contact them						
Comments						
4 The investigators showed flexibility in their approach towards me						
Comments						
5 The investigators kept me informed throughout the investigation as much as I wished to be						
Comments						
6 I was given the opportunity to make comments on the draft report						
Comments						
7 The investigators gave me a realistic assessment of how long the investigation may take						
Comments						
8 I received a copy of the final report and was given the opportunity to make comments on it						
Comments						

Family Engagement

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NATIONAL FAMILY FEEDBACK

(at 30 September 2019)

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Q&A/Discussion

Helen.jones@hsib.org.uk

If you would to know more about HSIB

WWW.HSIB.ORG.UK

@hsib_org