



A healthcare professional is shown from the side, holding a clipboard and looking towards an elderly woman. The woman has her hands clasped over her chest and appears to be in a state of emotional distress or being comforted. The background is a clinical setting with a bookshelf.

# Patient Safety Collaborative: The Value of Partnership

Kent Surrey  
Sussex

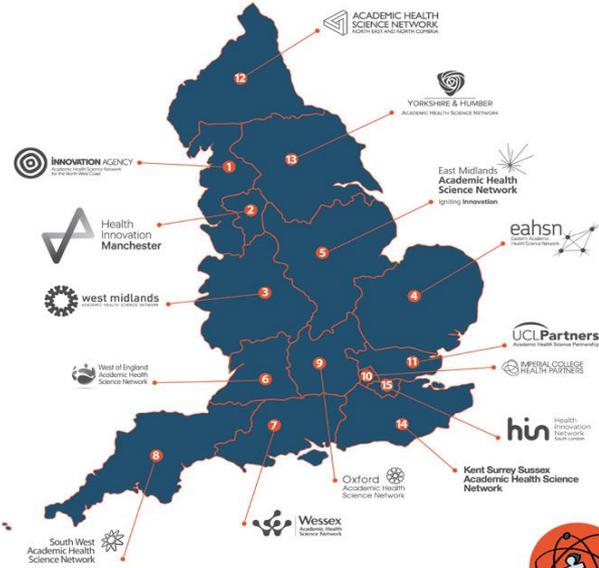
**Patient  
Safety  
Collaborative**

Ursula Clarke  
Patient Safety Lead

# Beyond Berwick: Our journey

## Learning from the success of the Patient Safety Collaborative programme

“Despite the changing landscape of health and social care the people are the constant, the PSC have enabled this.”



FUTURE



**INTEGRATION WITH AHSN**  
A key feature of a successful PSC is a high level of integration with the AHSN, patient safety is seen as integrated and supported by the AHSN  
“If you remove the PSC out of the AHSN we would lose an organ and die”



**LEVEL OF MATURITY**  
A mature PSC can evidence impact, has evaluations, has a long standing commitment to patient safety, thinks about sustainability, adoption and spread. PPI embedded and mature PSCs working across boundaries. Evidence of spread. Able to adapt and change focus.



**EXAMPLES OF INNOVATION FROM SAFETY**  
“Innovate for safety” New things are emerging from PSCs that are ground breaking and innovative  
“Scale up for safety” Diffusion of knowledge as a network



**CONSTANT EVOLUTION**  
Changing models of delivery to fit the local landscape, learning from failure as well as success. The PSC are evolving over time, flexible to changes in the NHS, priorities from the centre and new commissioning models. We have evolved making the national local.



**EVALUATION, EVALUATION, EVALUATION**  
Without evidence we have nothing to build on



**THINKING OUTSIDE THE BOX**  
Being radicals, disruptors, thinking differently, innovating. We try new things look at problems with a different lens  
“Electricity not electrocute”



**PATIENTS AT THE CENTRE**  
Patients seen as experts, examples of excellence in patient involvement, co-design and co-production, using AHSN enabling functions to support PSC activity such as communications, metrics etc



**THE ADDED VALUE OF THE PSC**  
PSC support, encourage, nurture, coach facilitate—the added value is hard to capture in hard data but without the PSC, innovations would not occur, products not develop, projects not be tested or embedded.  
“exalating enthusiasm at a local level”



**LEARNING FROM OTHERS**  
Rich opportunity to learn from other PSCs  
“The power of working together is greater than working in silos, we are greater than the sum of our parts”



**DISCOVER, DEVELOP AND DEPLOY**  
Creating a pipeline for innovation and spread



**BUILDING LOCAL AND SUSTAINABLE RELATIONSHIPS WITH STAKEHOLDERS**  
Despite the changing landscape PSCs manage to maintain local relationships  
“In the midst of chaos, the PSC is one constant”



**PARTNERSHIPS AND INTEGRATION WITH THE AHSN**  
Evidence of partnerships with local universities, research, leadership academies HEE etc, working with centres of excellence to build partnerships for the future. Valuing AHSN as a delivery partner



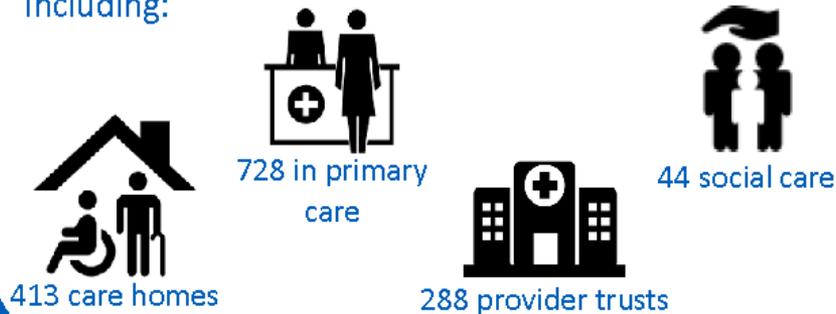
**LAYING DOWN FOUNDATIONS**  
Creating the conditions for safety to flourish, building capability in quality improvement

MATURITY  
GROWTH

DIFFERENT PATHS SAME GOAL

## Since September 2016, Patient Safety Collaboratives.....

..have engaged with more than **2,198** organisations, including:



..trained **19,463** people as part of QI capability building including:



- 5,472 in measurement for improvement
- 2,943 in cultural awareness
- 2,705 in human factors
- 1,712 in safety leadership

..started **914** QI projects and completed **349** of them



..recruited over **3,000** patient safety champions, Q members and QI experts

# PSC FUTURES

SOMETIMES **SYSTEM CHANGE** REQUIRES MORE THAN A GUIDING HAND

**END OF LIFE CARE**  
FROM CRADLE TO GRAVE

**LOCAL AND NATIONAL**

joined UP ACROSS SYSTEM + PARTNERS

**CODESIGN + CODEVELOP**

+ 1 MILLION LIVES SAVED

**ARTICULATE**  
RETURN ON INVESTMENT + COST AVOIDED MORE

**REMOVE BARRIER**  
BETWEEN AHSNs AND PSCs

get 'ahead!'

FOOT FORWARD APPROACH

WE WILL BE **THOUGHT LEADERS**

**STRENGTHEN PATIENT / PUBLIC PARTNERSHIP**

THE LEVEL OF **CARE** IS OFTEN GOOD, BUT CONNECTEDNESS ACROSS THE SYSTEM IS WHERE WE **lose!**

patient safety / pei(s)ant/seifti

**REDEFINE!**

BE A **Learning SYSTEM**

!

# The First Partnership! PSCs within the AHSNs

**Where a strong partnership, alignment & integration of PSCs is present in AHSNs, this is associated with better delivery of programmes**

Our Matrix approach (all our agenda “cross overs” in terms of PS, meds Opt, Digital, AI etc.) and how in each of our AHSNs we inter-link these agendas to make the best use of the opportunities to align and co-work and make more impact across the entire portfolio

Our connection events

Our sound QI approach

Our connection to academia – PSCTRCs, ARCs etc.



# What makes a successful PSC?

- **Full Partnership & integration with AHSN**
- Clinician Involvement
- **Patient Safety is broader than the NHSI commission**
- Supported by QI: recognition that programmes of work will succeed and sustain when the conditions are right, those are; cultural readiness, leadership and QI capability



# AHSN Learning from PSCs – 4 key themes

- 1. Creating a national learning system**
- 2. Partnerships accelerating innovation**
- 3. Acting locally, impacting system-wide**
- 4. Building on the foundations**



# National spread projects

## NEWS2

National Quality Board encouraging adoption across acute care. NEWS & NEWS2 now **fully endorsed by NHSE & NHSI**. Ambulance service recorded over **700,000** scores since April 16 from participating regions

## Emergency Laparotomy

Initial results show roll-out of the care bundle across **28 hospitals** reduced average length of stay by **1.3 days** and **reduced crude in-hospital 30-day mortality rate by 11% - estimated 79 lives saved in one year** in one region alone

### How are we using the National Early Warning Score in England?

79%

OF ACUTE TRUSTS are using NEWS in all or part of the organisation



127 acute trusts and all 10 ambulance trusts responded to the survey of NEWS use

1 in 20 acute trusts adapt NEWS to their local needs



Ambulance trusts use a variety of criteria to trigger transfers:

A NEWS score of 5+: 4/10 trusts  
 A NEWS score of 3+: 1/10 trusts  
 Combination of NEWS score & other markers: 5/10 trusts



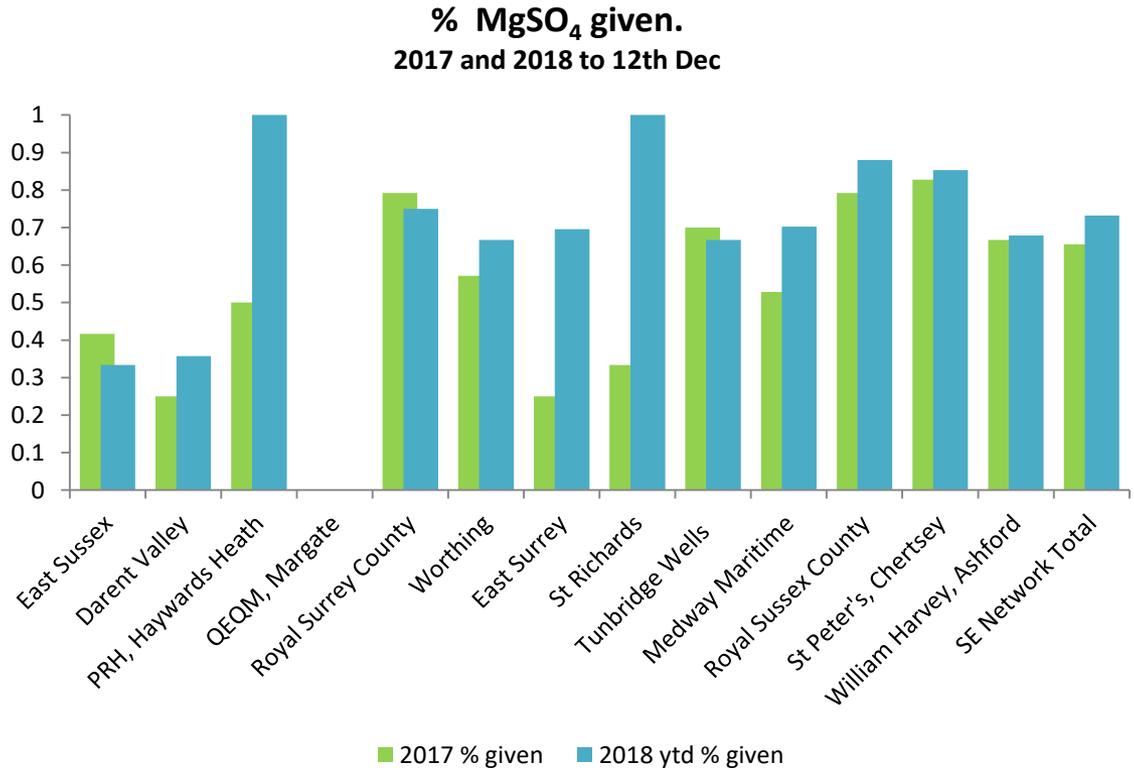
100%

OF AMBULANCE TRUSTS are using NEWS in all or part of the organisation



# National spread projects

## PReCePT



# PARTNERSHIP



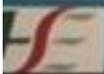
# Collaboration across National Borders - under threat from Brexit?

IHI Glasgow  
29<sup>th</sup> March 2019

# **hello**  
my name is...

**Dr. Philip Crowley**  
National Director Quality Improvement  
Health Service Executive  
Ireland

**Dr. Mark Roberts**  
Clinical Director for Safety Forum  
Health and Social Care  
Northern Ireland

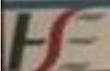


@NationalQI



@HSCNI





@NationalQI

@HSCNI



# The 'North West'?

# Northern Ireland

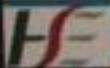
Population North West  
312,088

Source - 2011 census



Population Northern Ireland  
1.8 million

County	Population
Co. Donegal	161,137
Co. Sligo	65,393
Co. Leitrim	31,798
Co. Cavan (w)	1,293
(Co. Roscommon - part)	10,062
(Co. Mayo - part)	42,405

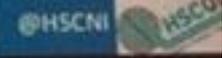
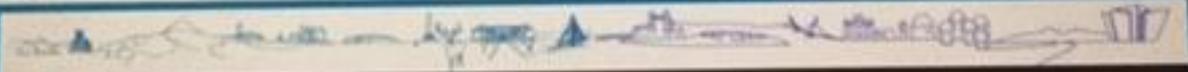
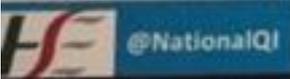
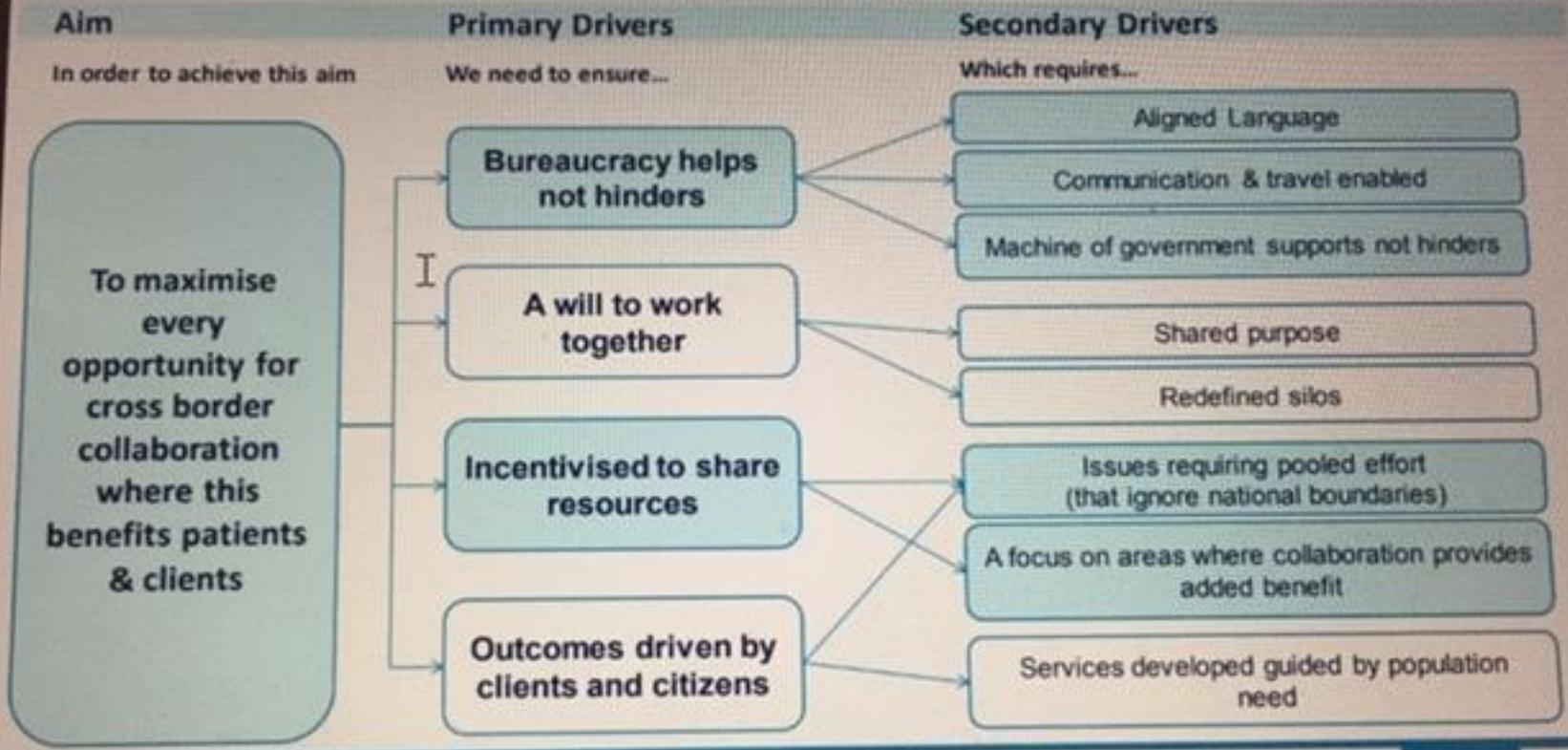


@NationalQI

@HSCNI



### "A plan on a page"



# Unintended consequences of Brexit?

## Convergence of political interests



Pictured above from left to right:  
Jim Wells, Northern Health Minister, patient Christopher Dickie and  
Taoiseach Leo Varadkar



@NationalQI



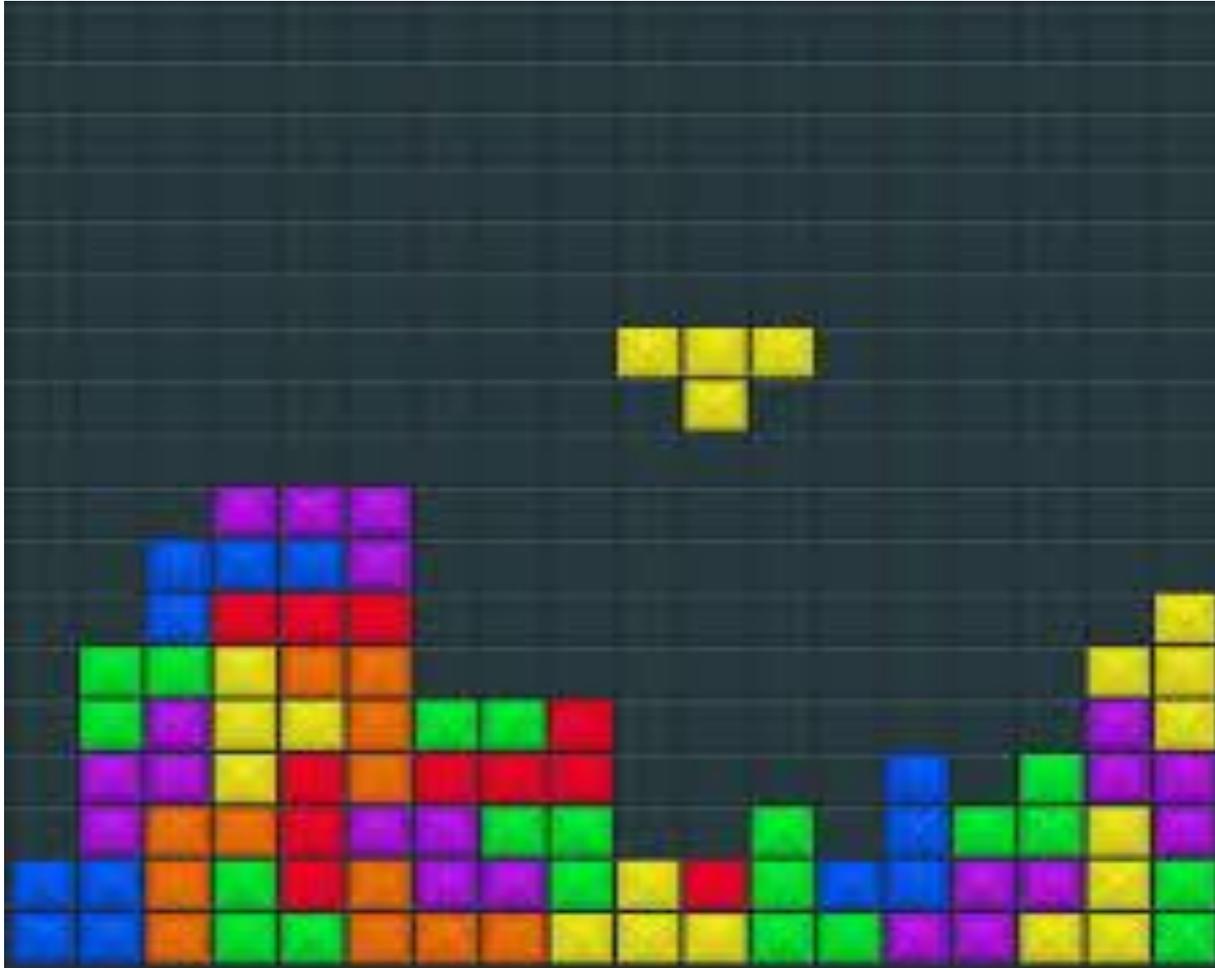
@HSCNI



## Convergence of QI interests









# Partnership with Health Foundation & 'Q



# St. Peter's Square – the revolution of social media:

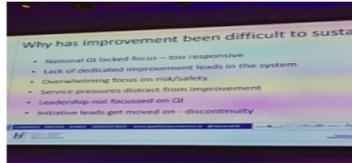
The image is a screenshot of an Instagram post from the account 'nbcnews'. The post features two side-by-side photographs of St. Peter's Square. The top photograph, labeled '2005', shows a large crowd of people gathered in the square, with many individuals looking towards the camera. The bottom photograph, labeled '2013', shows a similar crowd, but with a significant portion of the people holding up their smartphones to take pictures or videos, creating a sea of small, glowing screens. The post has 6,146 likes and several comments. The comments are as follows:

- nbcnews** (3h): What a difference 8 years makes. St. Peter's Square in 2005 vs. 2013. #NBCPope
- jwage** (44m): I like the lady with the "I'm being watched" feeling back in 2005. I wonder if she's feeling that now.
- interlagosm3** (43m): @kewlwhip @lalledown hahaha thanks. it caught my eyes. Couldn't concentrate on anything else: Hahaha
- frankskyj** (41m): Sad
- heyitslainey** (36m): @eswank
- ihartrein** (34m): Uh the gadgets
- jeanschroeder** (29m): @emilytarose
- emilytarose** (25m): So true @jeanschroeder
- jeroherreracar** (20m): Great pic. Took to all around us

At the bottom of the post, there is a prompt: "To add a comment, please sign in." The Instagram logo is visible in the bottom right corner of the post area.



🔒 **Tweet activity**



**Ursula @ClarkeUd**  
 Ireland's view on why sustainability is difficult- probably a global view? @KSS\_PSC @KSSAHSN @crowley\_philip  
[pic.twitter.com/qo1y jyGQmh](https://pic.twitter.com/qo1y jyGQmh)

<b>Impressions</b>	<b>597</b>
times people saw this Tweet on Twitter	
<b>Total engagements</b>	<b>40</b>
times people interacted with this Tweet	
<b>Media engagements</b>	<b>20</b>
number of clicks on your media counted across videos, vines, gifs, and images	
<b>Likes</b>	<b>8</b>
times people liked this Tweet	
<b>Detail expands</b>	<b>5</b>
times people viewed the details about this Tweet	
<b>Profile clicks</b>	<b>5</b>
number of clicks on your name, @handle, or profile photo	
<b>Retweets</b>	<b>2</b>

**Impressions** on Twitter is a total tally of all the times the Tweet has been seen. This includes not only the times it appears in a one of your followers' timeline but also the times it has appeared in search or as a result of someone liking the Tweet.



## Tweet activity



**Ursula** @ClarkeUd

Proud to present our PAM work here in Glasgow @KSSAHSN @QualityForum  
[pic.twitter.com/LweEO1mdgi](https://pic.twitter.com/LweEO1mdgi)

Impressions

441

times people saw this Tweet on Twitter

Total engagements

40

times people interacted with this Tweet

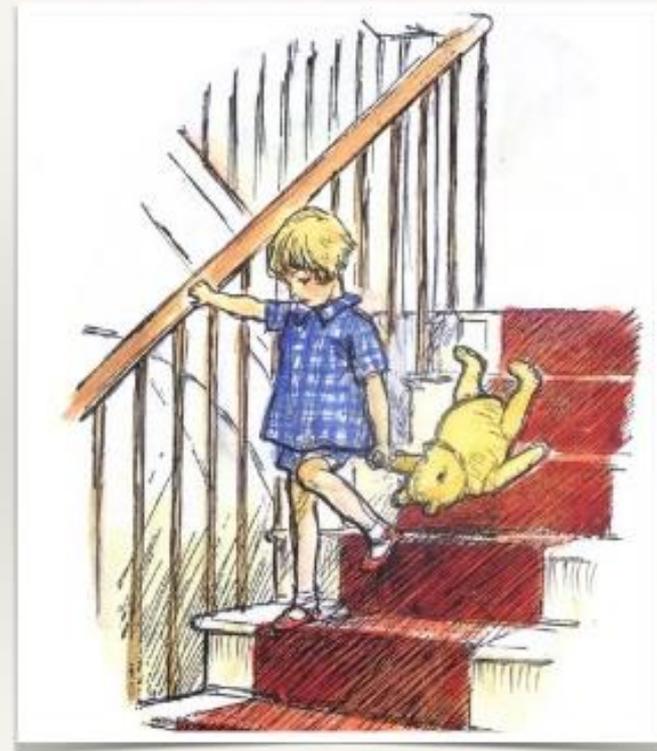
[View all engagements](#)

# There must be a better way!

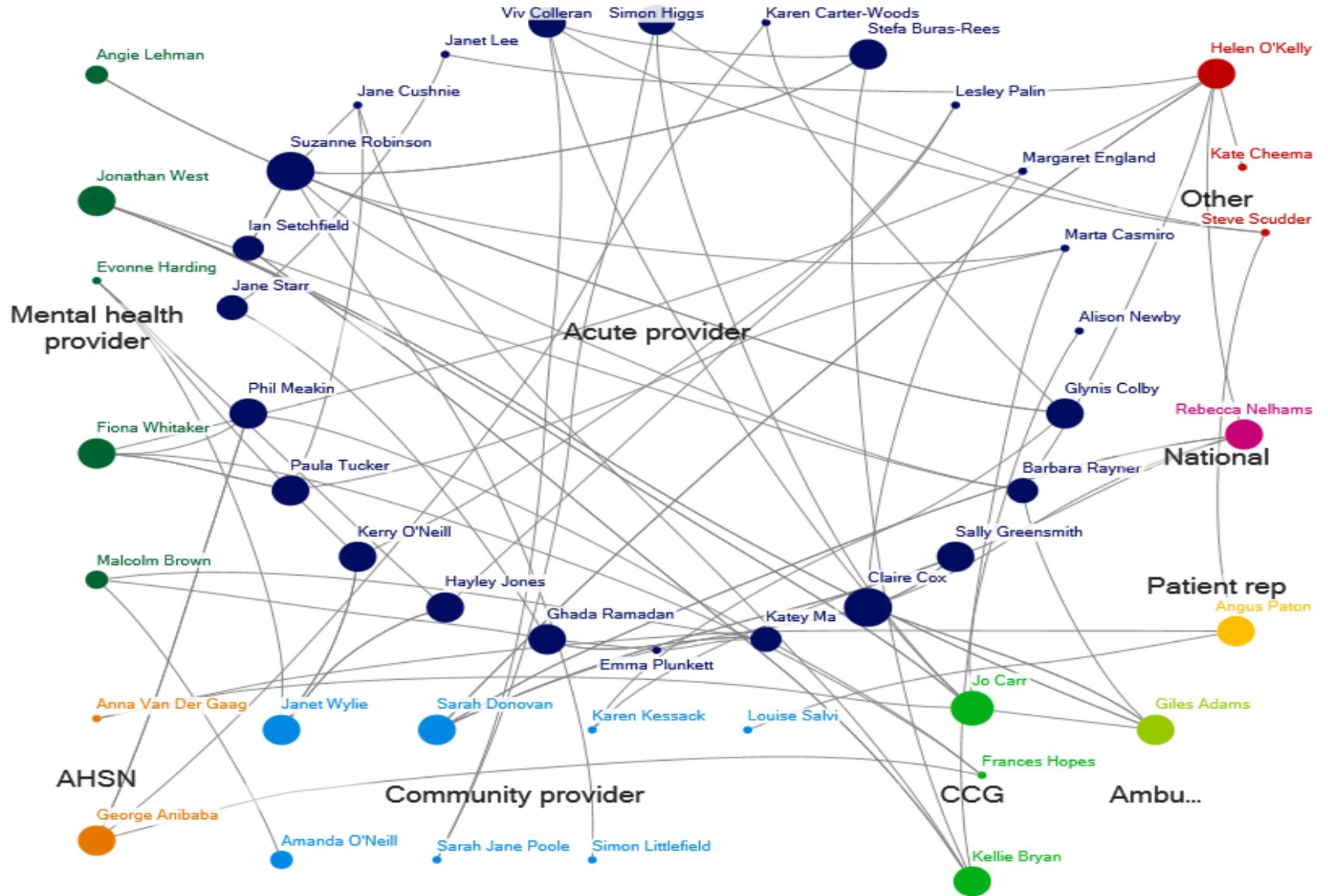
“Here is Edward Bear,  
coming downstairs now,  
bump, bump, bump,  
on the back of his head,  
behind Christopher Robin.  
It is, as far as ...

It is, as far as he knows,  
the only way of coming downstairs,  
but sometimes he feels that there  
really is another way,  
if only he could stop bumping for a  
moment and think of it!”

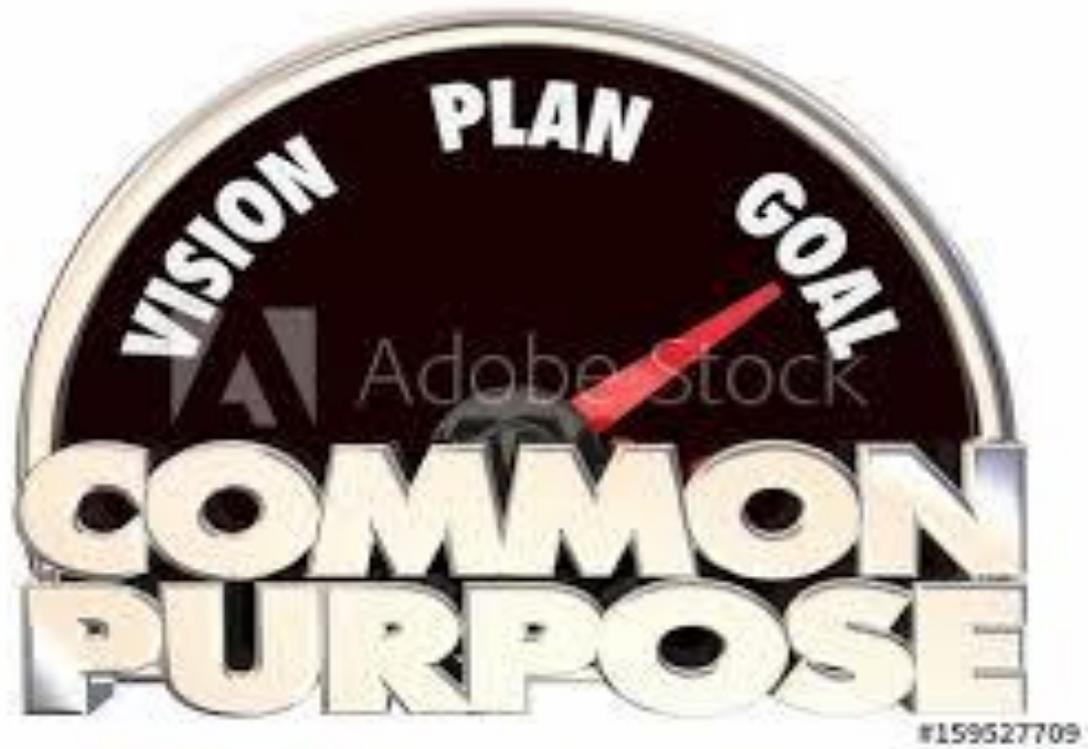
- A.A. Milne



Social media network connections







# 25/10 crowd sourcing BE POSITIVELY CREATIVE!

Rapidly generating & sifting group`s most powerful actionable ideas  
through **Liberating Structures**

# What to do!

- On index cards, Share one thought ON

*The PARTNERSHIP that I SHOULD DEVELOP in my  
AREA OF PRACTICE / WORK to SUPPORT PATIENT  
SAFETY*

- No Names – WRITE LEGIBLY

- GET UP and PASS YOUR CARD to ONE OTHER PERSON who PASSES IT ON to ANOTHER PERSON
- DO NOT LOOK at the CARD WHILE PASSING
- CONTINUE PASSING **until the Music STOPS!**
- STOP!
  
- LOOK at the IDEA on the CARD
- RATE the idea : 1 = OookaAAy! .....To .....5 = fabulous idea!
  
- DECIDE YOUR RATING BEFORE YOU LOOK AT OTHER SCORES
- PUT RATING ON BACK OF CARD
  
- DO THIS 4 TIMES!

# Queue the music!

<https://www.youtube.com/watch?v=M93qXQWaBdE>

# FINAL STEPS!

- ADD ALL THE SCORES ON THE CARD
- CALL OUT THE SCORE
- IF HAVE > 4 SCORES – ADD TOGETHER AND DIVIDE BY TOTAL NUMBER OF SCORES AND MULTIPLY BY 4
- PRESENT HIGHEST SCORE IDEAS

Thank you for Listening and Participating!

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[@ClarkeUd](https://twitter.com/ClarkeUd)

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