ABOUT THIS MODULE

TALKING ABOUT SAFETY USING PLAYDECIDE: PATIENT SAFETY

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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:	Pens, Computer with online access and screen to show the PlayDecide: Patient Safety informational video.
Materials:	Printed copies of the PlayDecide: Patient Safety Game (1 set per 4 – 8 participants)
Room:	Configure for round table discussion in groups of 4 – 8 participants. Place one set of the PlayDecide: Patient Safety Game at each table, making sure that there are enough placemats and position statement voting sheets for all the participants.
Facilitators:	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:	Attendance should be in-person to facilitate rapid but deep discussions.

SESSION OUTLINE

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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 to facilitators: 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.

Give the participants a few minutes to read the game instructions which are included in the PlayDecide: Patient Safety game kit, then guide them through the PlayDecide: Patient Safety game session phases of **Information gathering > Discussion > Group response formulation.**

3) Close of session (5 min.)

Ask participants or groups 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 among groups' position statements. Restate the aim of the session: to engage team members in discussion around patient safety and error reporting. Encourage team members 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 other colleagues or teams that may be interested in using it.