



An Stiúrtóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer

QPS TALKTIME



A community of quality and patient safety improvers

Tuesday, 13th September, 2022

Thinking Positively: Approaches to Patient Safety

How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.
- If your tech fails, don't worry – we're recording it so you can watch video and access the slides at your convenience. Audio is available via your PC or dial in:
Telephone no: Irish: 01-5260058 / UK: +44-20-7660-8149
Event number: 2730 116 7217
- Please feel free to continue the discussion on Twitter: @DrVeronicaOD1 @Juanitaguidera @johnfitzsimons9 @mapflynn @HSCQI / @QPSTalktime / @NationalQPS / #QIreland #patientsafety
- Please help us to improve our QPS Talktime Webinars by completing a short feedback form (pop up window before you log out)
- You will receive an email from QPS Talktime confirming your attendance

- **To get started ... we invite you to**

Share using the chat box

- Your name, work and where you are joining us from ...
- Finish this statement:

It's important to think positively about patient safety because...

Speakers today

Dr. Veronica O'Doherty

Veronica is a Consultant Psychologist having recently worked as Principal Psychologist and Head of the Psychology Department in Tallaght University Hospital.

Veronica provides input to lectures and workshops for Trinity College Dublin clinical and counselling psychology, Leadership RCSI, MSc in Cardiac Rehabilitation, student nurse programmes and MSc in Psychoanalytic Psychotherapy over many years.



In conversation with



Juanita Guidera,
Quality Improvement
Facilitator with the
National Quality and
Patient Safety
Directorate.



Dr. John Fitzsimons,
Clinical Director with the
National Quality and Patient
Safety Directorate and
Consultant Paediatrician at
Children's Health Ireland at
Temple Street



At the end of our session we will be launching a New All Ireland Podcast Series
“Walk and Talk Improvement”

Thinking Positively - Resources

- Websites & Articles

- Learning from Excellence www.learningfromexcellence.com
- Liberating Structures www.liberatingstructures.com
- Compassionate Mind Foundation www.compassionatemind.co.uk
- Mindfulness moments for clinicians in the midst of a pandemic
<https://doi.org/10.1017/ipm.2020.59>
- IHI Framework for Improving Joy at Work (2017) - available at www.ihl.org

- Videos & Podcasts

- Michael West – Compassionate Leadership 2022
www.youtube.com/watch?v=M1wujplnIXo
- Being Better, Together Podcast (from Learning from Excellence)
- Amy Edmondson, Psychological Safety videos on www.ihl.org

Walk and Talk Improvement: Ideas for Safe Quality Care

Purpose

- Improve patient care by capturing the personal stories of people who work in and use health services regarding patient safety and quality improvement using a new and increasingly popular communication platform.
- Co-produced with patient partners, and members of the the Health and Social Care Quality Improvement (HSCQI), Northern Ireland and National Quality and Patient Safety Directorate (NQPSD) teams.
- 6 episodes based on the Patient Safety Strategy themes.



An Stiúirtheacht um Ardchaighdeáin
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Clínicíuil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer

First 4 episodes now available!

- **Episode 1: Empowering and enabling patients: *The importance of patient partners***
 - **Hosts:** Clifford Mitchell, Regional Senior Improvement Advisor, (HSCQI NI); Dave Milliken, Patient Partner
 - **Guests:** Carrol McCullough, Linda Craig, Dr John Fitzsimons, Bernie O'Reilly
- **Episode 2: Empowering and Engaging staff: *stories, insights and learning from healthcare colleagues***
 - **Hosts:** Dr Mary Browne, QPS Education Clinical lead (NQPSD); Dr John Fitzsimons Clinical Director (NQPSD) and Consultant Paediatrician, Children's Health Ireland at Temple Street.
 - **Guests:** Caroline Lennon-Nally, Elaine Fallon, Dr Leonard Douglas, Dr Athinyaa Shiraviraj, Lucy Nugent
- **Episode 3: Reducing harm in healthcare: *Recognising the deteriorating patient***
 - **Host:** Roisin Egenton, Programme Manager (Strategy) (NQPSD)
 - **Guests:** Yvonne Young, Christine Sheehan, Dr Brian McCloskey
- **Episode 4: Using data to improve: *"No data without stories, no stories without data"***
 - **Hosts:** Dr Gemma Moore, Qualitative Evaluation and Research Officer, (NQPSD) and Grainne Cosgrove, Senior Statistician (NQPSD)
 - **Guests:** Gemma Willis, Keith Synnott, Damian McGovern, Grainne Cosgrove and Professor Deirdre Madden.

Where to listen?

Acast!

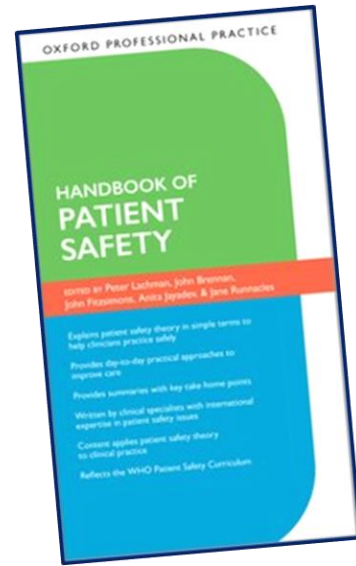


Also available on
Spotify podcasts

Handbook of Patient Safety: A pragmatic, simple approach to Safety

Edited by Peter Lachman, Jane Runnacles, Anita Jayadev, John Brennan, and John Fitzsimons

- Explains patient safety theory in simple terms to help clinicians practice safely
- Provides day-to-day practical approaches to improve care
- Provides summaries with key take home points
- Written by clinical specialists with international expertise in patient safety issues
- Content applies patient safety theory to clinical practice with real world examples
- Reflects the WHO Patient Safety Curriculum



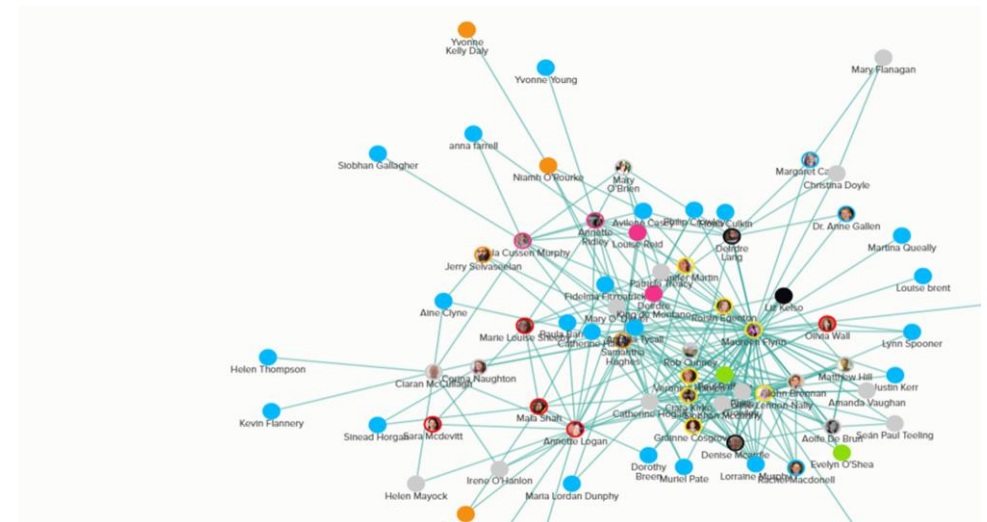
To purchase: <https://global.oup.com/academic/product/oxford-professional-practice-handbook-of-patient-safety-9780192846877?cc=ie&lang=en>

The QPS Ireland Network Map

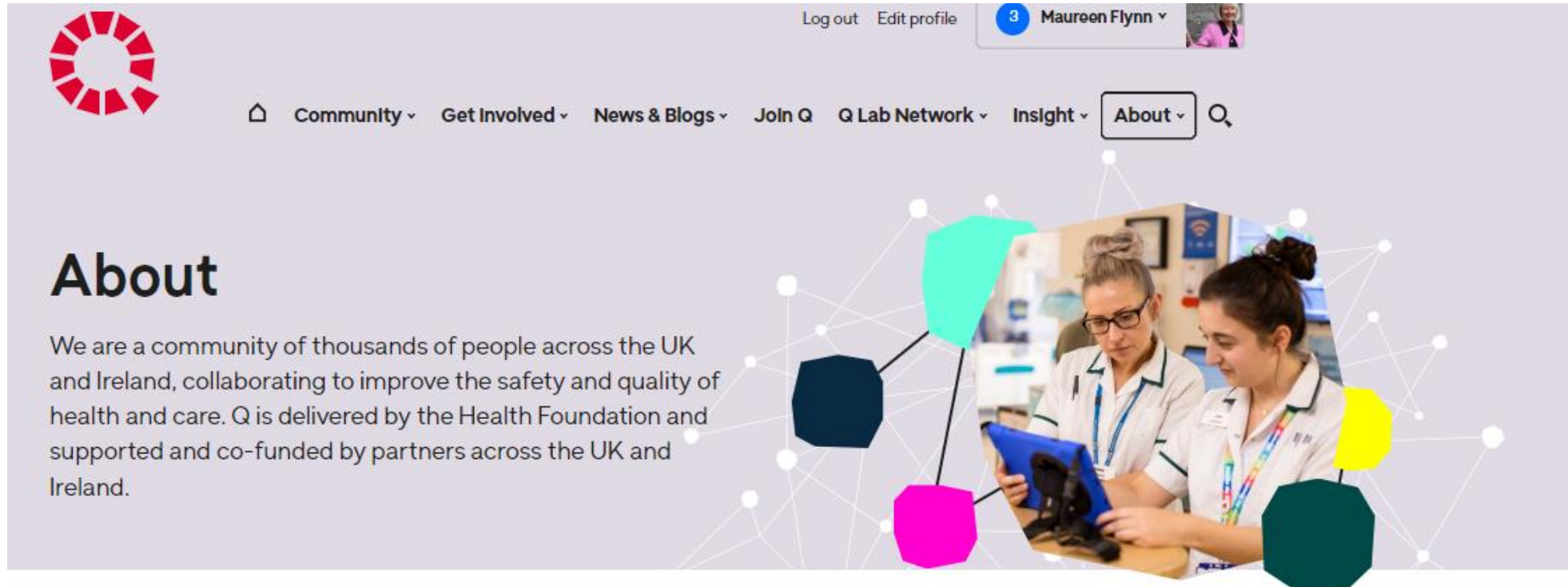
To help visualise connections between people interested in quality, safety and improvement across Ireland: <https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/>



- How to join the map?
 - Visit the HSE website (see link in the chat)
 - Get sent your unique link to the map
 - Enter information about you, your professional characteristics and your interests
 - Log your connections
- How to use the map?
 - Filter the map by role, organisation, interests
 - View individual profiles
 - Connect and collaborate with others



Apply to become a member of Q Community



- All you need to know about applying can be found on the Q website
- You will be invited to complete an online application using the Q online portal
- If you have queries or require support, please contact our colleague via email

Caroline.Lennonally@hse.ie

Upcoming Webinars: Dates for your diary

| Dates | Topics | Speakers |
|----------------------------|--|---|
| 27 th September | Restorative Just Culture | Prof. Joe Rafferty, Chief Executive Officer and Amanda Oates, Director of Human Resources and Organisational Development at Mersey Care, NHS Foundation Trust, Liverpool |
| 11 th October | Live from National Patient Safety Office Conference 2022 Dublin Castle | |

Follow us on Twitter  @QPSTalktime

Missed a webinar – Don't worry you can watch recorded webinars on HSE QPS Talktime page:
<https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/qps-talktime.html>



Let us know how we did today

Reminder: Short questions (pop up) as you sign off, please help us to improve our QPS Talktime Webinars by sharing your feedback

We really appreciate your time, thank you

Contact: Stephen.Barrett@hse.ie to be included on our mailing list to receive QPS Talktime invitations



*Thank
you*