

A quality improvement project on improving staff engagement with SI training and incorporating the patient voice

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Background

Our London Trust has been running a Serious Incidents (SI) course for several years, open to all hospital MDT staff.

The course covers

- Internal governance processes in investigating SIs
- Duty of Candour discussions and processes
- External processes: Inquests and Fitness to Practice
- Support for staff after an SI

The launch of the new National Patient Safety Syllabus in 2020 augments the importance of further developing this course.

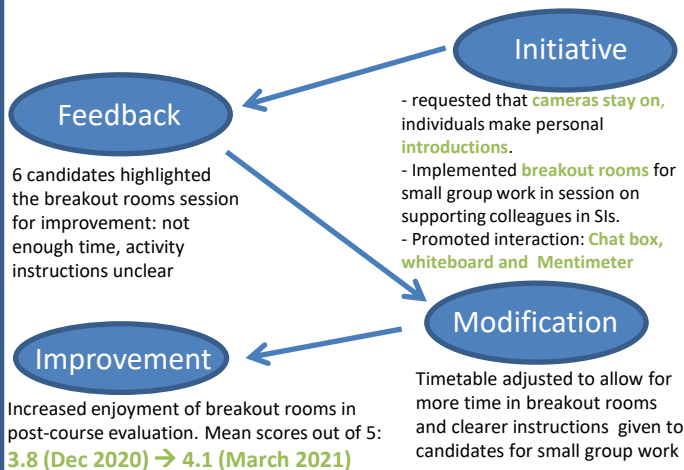
Aims

We implemented an improvement project for our existing course with the aims of:

- 1) **Increasing candidate engagement and interaction over the virtual platform (Zoom).** This was identified as an area for improvement based on our experience of changing established teaching programmes to the virtual platform during the COVID-19 pandemic.
- 2) **Enhancing learning through the introduction of the patient voice to the course programme.** Patient involvement in SIs is an important improvement area and a key policy in the new Patient Safety Incident Investigation Framework.

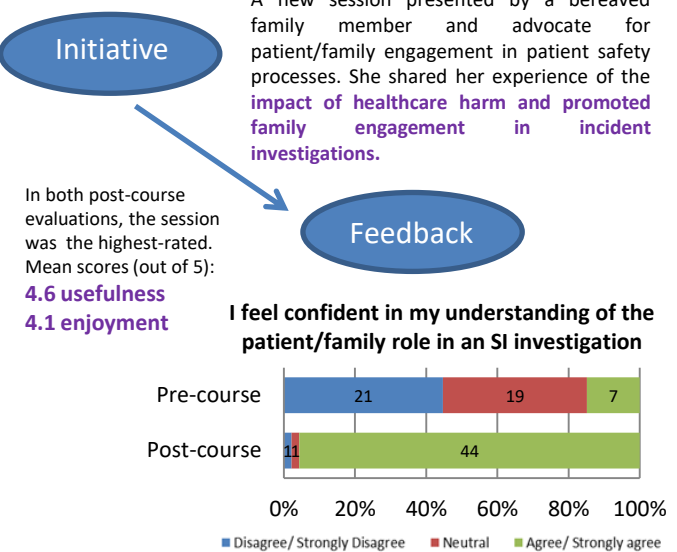
Methods We used QI methodology and Plan-Do-Study-Act cycles to instigate change across 2 iterations of the course programme in December 2020 and March 2021. Assessments of the changes were carried out through candidate online pre- and post-course questionnaires.

Results



Conclusion: We were able to increase interactivity of the learners over a virtual platform with the use of breakout rooms, Mentimeter and Whiteboard. We adapted the session to ensure the timings and instructions were appropriate. This improved candidates' enjoyment of the course.

Patient Voice



Conclusion: a session delivered by a family member about SIs was positively received by the candidates and enhanced their learning.

Lessons Learnt

Training on SIs and patient safety is crucial for healthcare staff, and we have used several interventions to enhance staff learning about SIs. We have demonstrated that a QI approach to improving participant engagement, and incorporating the patient voice, adds impact and value to the learning programme and should be continued in future programmes.

References

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