Wessex Safety, Quality & Improvement Conference
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#TheatreCapChallenge at RBCH

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INCIVILITY
THE FACTS

WHAT HAPPENS WHEN SOMEONE IS RUDE?

80% of recipients lose time worrying about the rudeness

38% reduce the quality of their work

48% reduce their time at work

25% take it out on service users

Less effective clinicians provide poorer care

WITNESSES

20% decrease in performance

50% decrease in willingness to help others

SERVICE USERS

75% less enthusiasm for the organisation

Incivility affects more than just the recipient
IT AFFECTS EVERYONE

CIVILITY SAVES LIVES

Do names on hats improve team communication in emergency theatres, and therefore enhance patient care?
Names and roles on hats is already implemented in many hospitals to improve communication, efficiency and this has led to improved patient safety. Do you support this in your role?

Answered: 96   Skipped: 4

- Yes, I support the widespread use: 76.04%
- No, I would not support: 5.21%
- I think it looks silly: 7.29%
- I don’t think it looks: 6.25%
- I don’t think it would be effective: 3.13%
- Cost: 2.08%
Support the initiative but only on cloth hats

It is useful in CEPOD

I didn't know anyone's names and wasn't sure who was a registrar and who was a surgeon!

When I looked a bit silly, but easy to get peoples attention

It was good as I didn't know many of the people here today

Eye level name and role was useful. First names promotes 'one team' and reduces fears of hierarchy.

We have our names on badges and therefore people can recognise us in our role!

Unprofessional appearance but great for newbies!

Great idea but needs to look more professional

Can it be used to apportion blame?

As a Sister of surgical admissions I am delighted with this trial. It makes a huge difference to know who is on the ward and why they are approaching patients!

Already on our Lanyards
Resistance to change: The Ignaz Semmelweis Effect

The Semmelweis effect is a metaphor for the reflex-like reaction people exhibit to change when it opposes previously held beliefs and “accepted knowledge.”

Research is not always translated into practice, and so actively seeking evidence-based practice to explain the rationale behind writing your name and role on their theatre hat to an unconvinced colleague may be far more likely to comply and lead to successful implementation than with an arbitrary citing of a policy (Spruce 2015).

Better is possible. It does not take genius. It takes diligence. It takes moral clarity. It takes ingenuity. And above all, it takes a willingness to try.

— Atul Gawande —

AZ QUOTES
WHO WE CONSULTED..