Wessex Safety, Quality & Improvement Conference
9 October 2018

#TheatreCapChallenge at RBCH

Corrina Davies
Directorate Manager
Royal Bournemouth & Christchurch Hospitals NHS FT
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...: 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 it...: 3.13%
- Cost: (Bar not shown, percentage not given)
Improves communication between theatres, recovery and wards.

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.

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

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

Great idea but needs to look more professional.

Support the initiative but only cloth hats.

It is useful in CEB.

Eye level name and role, useful. First names promote team' and reduces fears hierarchy.

Unprofessional appearance but newbies!

Can it be used to apportion blame?

As a Sister of surgical admissions I am delighted with this trial. It makes a difference to know who.
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 does not take moral clarity. It takes ingenuity. Above all, it takes a willing try.

—Atul Gawande—
WHO WE CONSULTED..