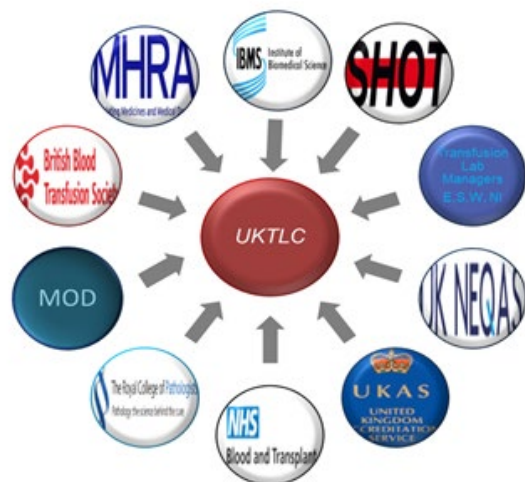


UKTLC : Staff Training



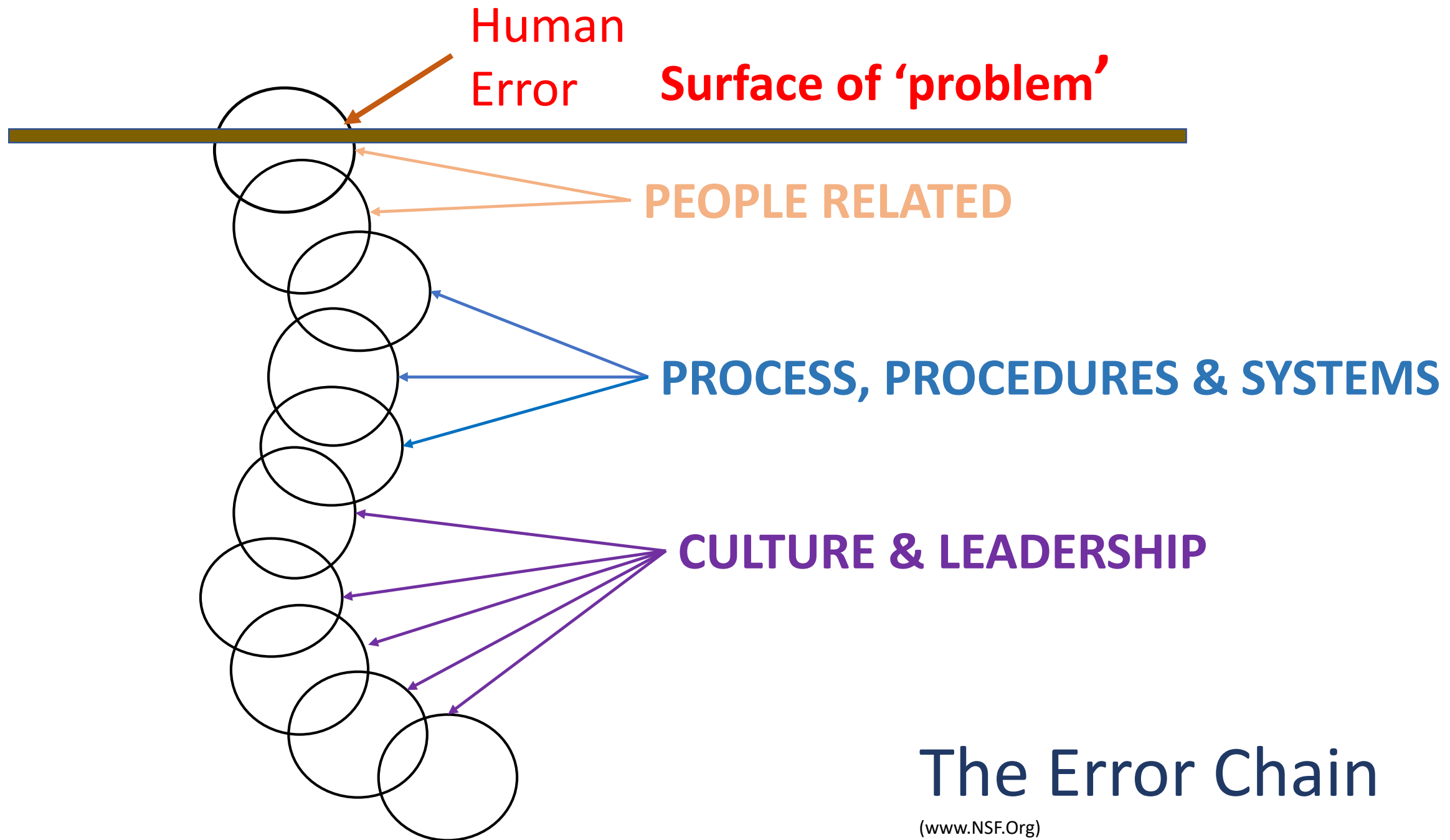
Rashmi Rook

Chair, UK Transfusion Laboratory Collaborative

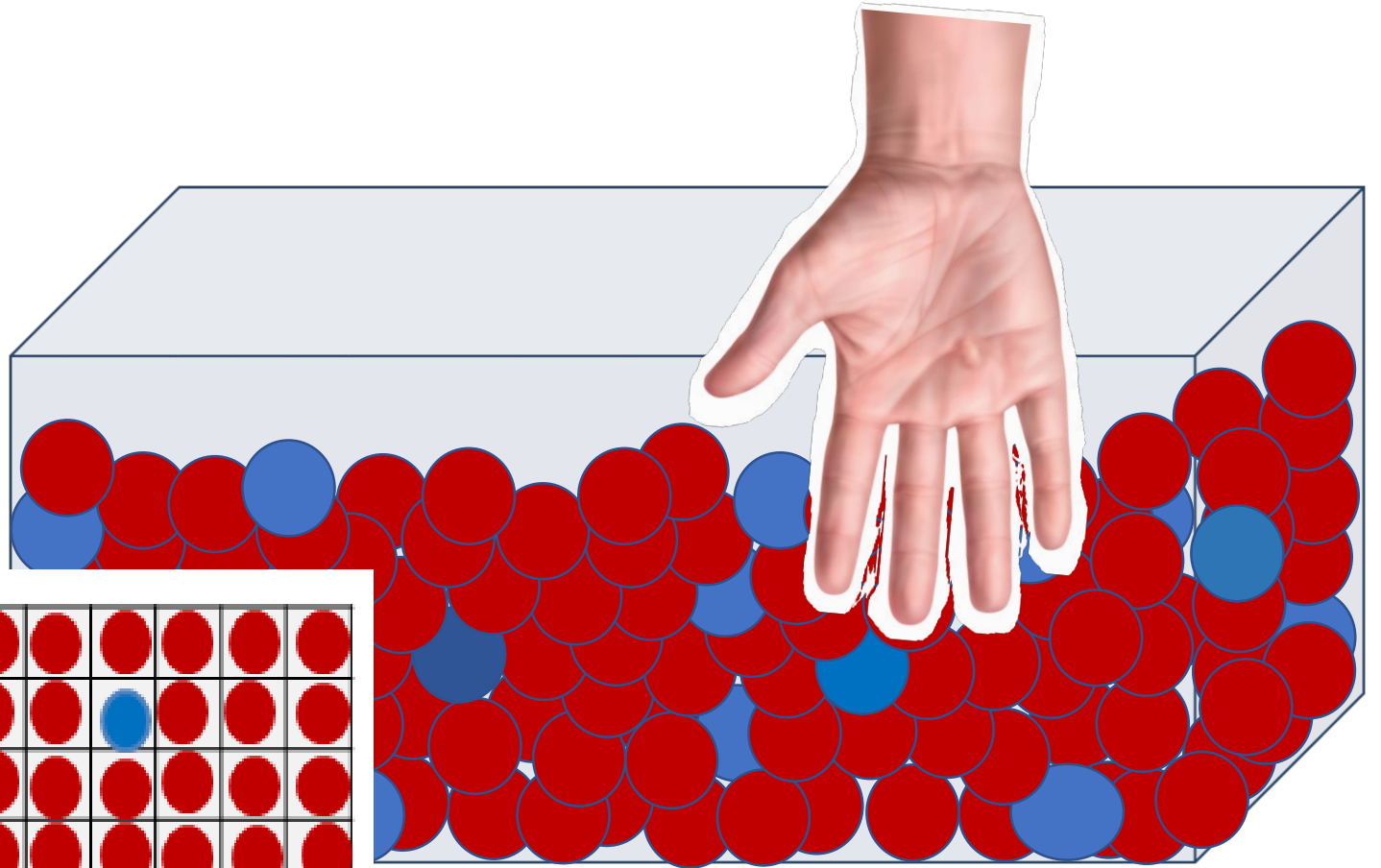
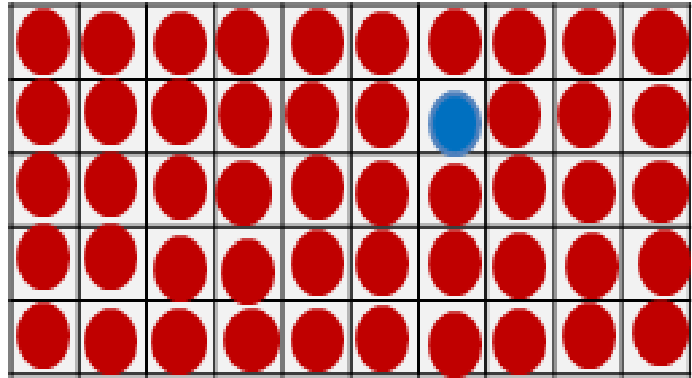
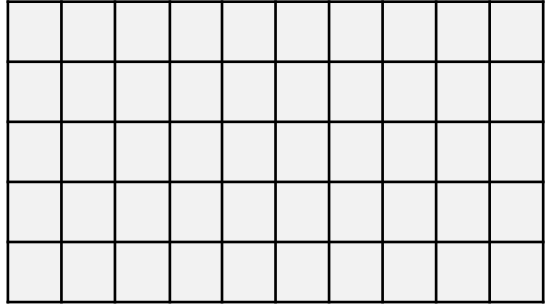
Lead BMS , East Surrey Hospital

Surrey & Sussex Healthcare NHS Trust

rashmi.rook1@nhs.net

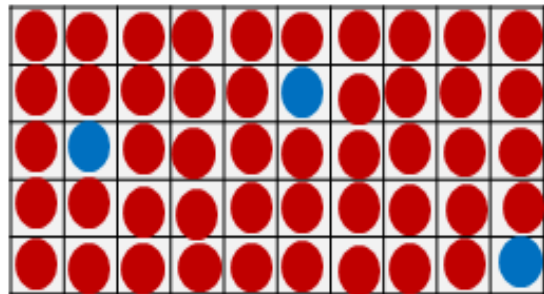


Deming's Red Bead Experiment





Sam

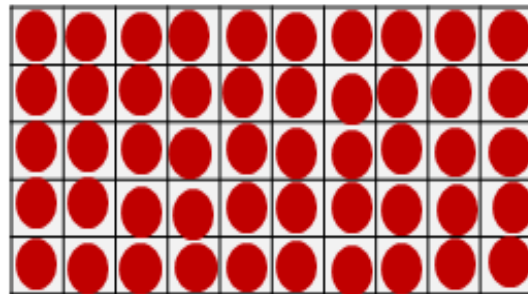


3



Julie

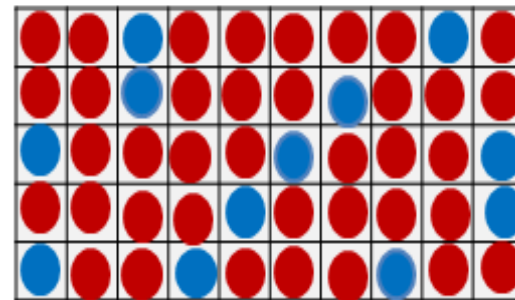
(Path Services Manager)



0



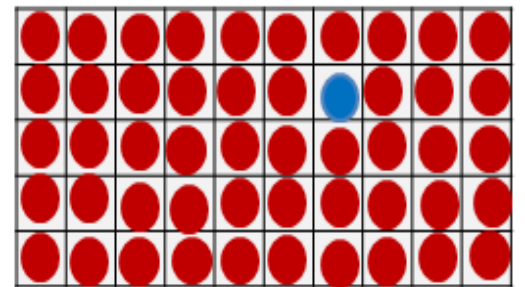
Ann



12



Dave



1



14 Quality Incident
Reports!!!

SAM	ANN	DAVE
9	14	7
16	12	2
8	0	10
4	2	15
12	6	9
5	8	11
3	11	5

New Process



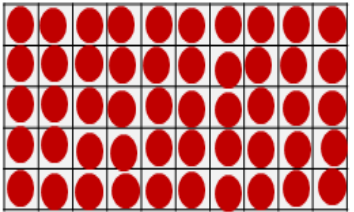
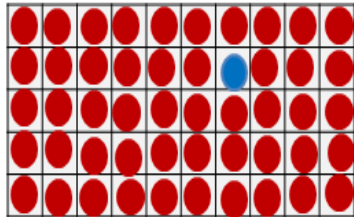
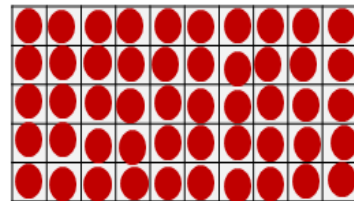
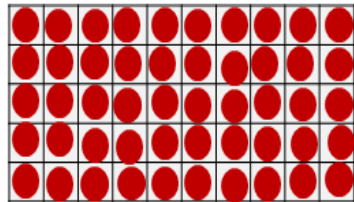
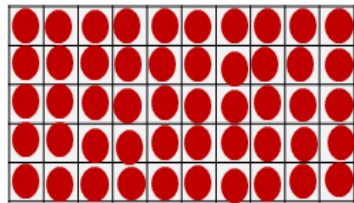
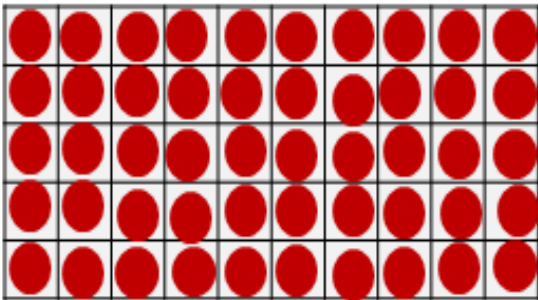
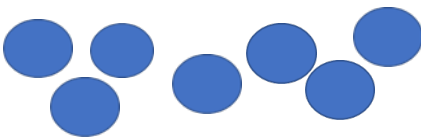
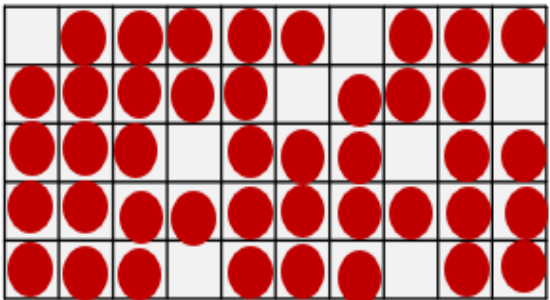
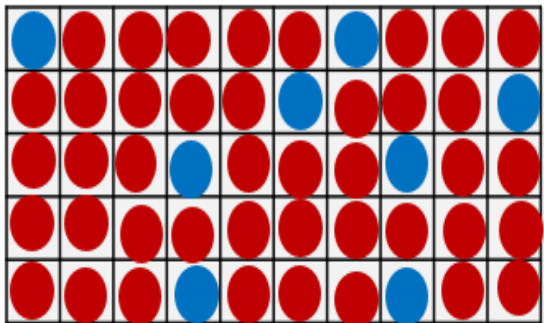
Sam



Ann
2nd Check



Dave
3rd Check



What did you notice?

- No change control- impact on staff/ quality/ communication
- Not listening to staff concerns
- My behaviours
- **Blaming staff**
- Accusing colleagues of not caring
- Reacting negatively to QI reports
- **Fear of MHRA!**
- Questioning everyone's abilities
- Poor quality beads, extra checks, more staff!

*Neither at Mid Staffordshire, nor more widely, is it scientifically justifiable to blame staff **..or label them as uncaring, unskilled, or culpable.** The vast majority of staff wish to do a good job, to reduce suffering and to be proud of their work.*

Good people can fail to meet patients' needs when their working conditions do not provide them with the conditions for success.

Don Berwick- 'A promise to learn a commitment to act'



Cooperation

Learning from Errors

Compassionate Leadership

Process Mapping/ Kaizan

Behaviours

Teach not Train: "tell them why"

Kindness

CAPACITY PLANNING

Situational awareness

Relationship Building

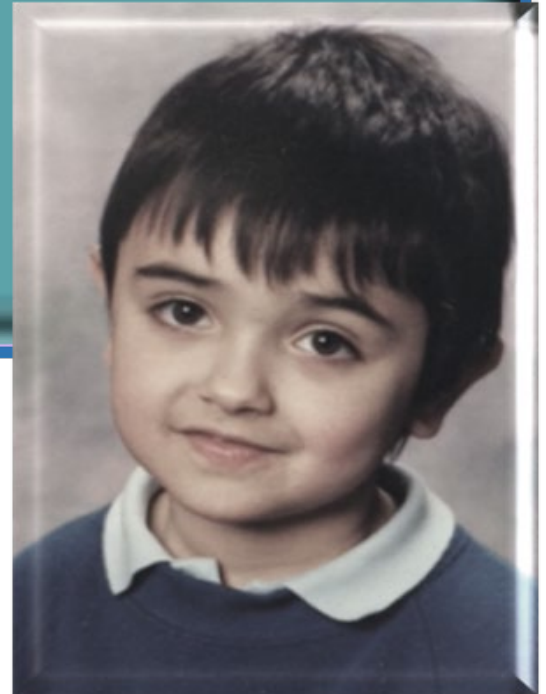
Good Decision making

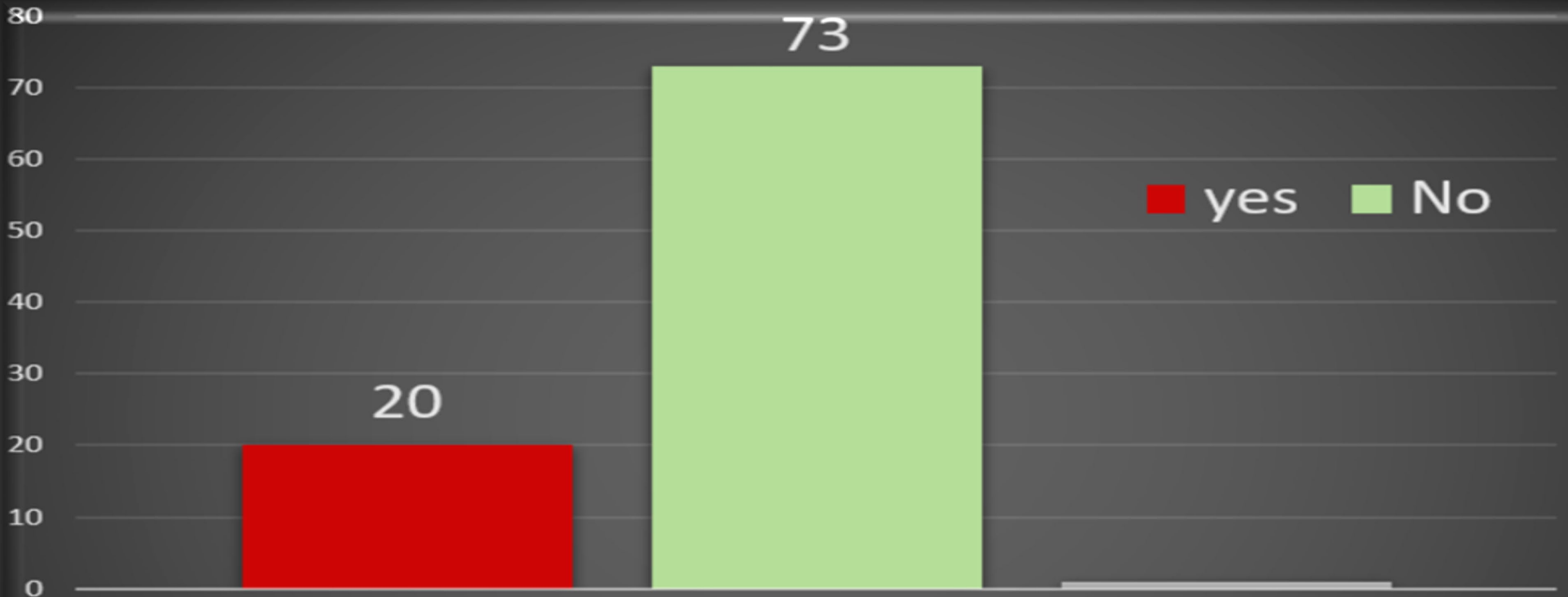
Quality Mindset

Coaching & Mentoring

Quality Culture

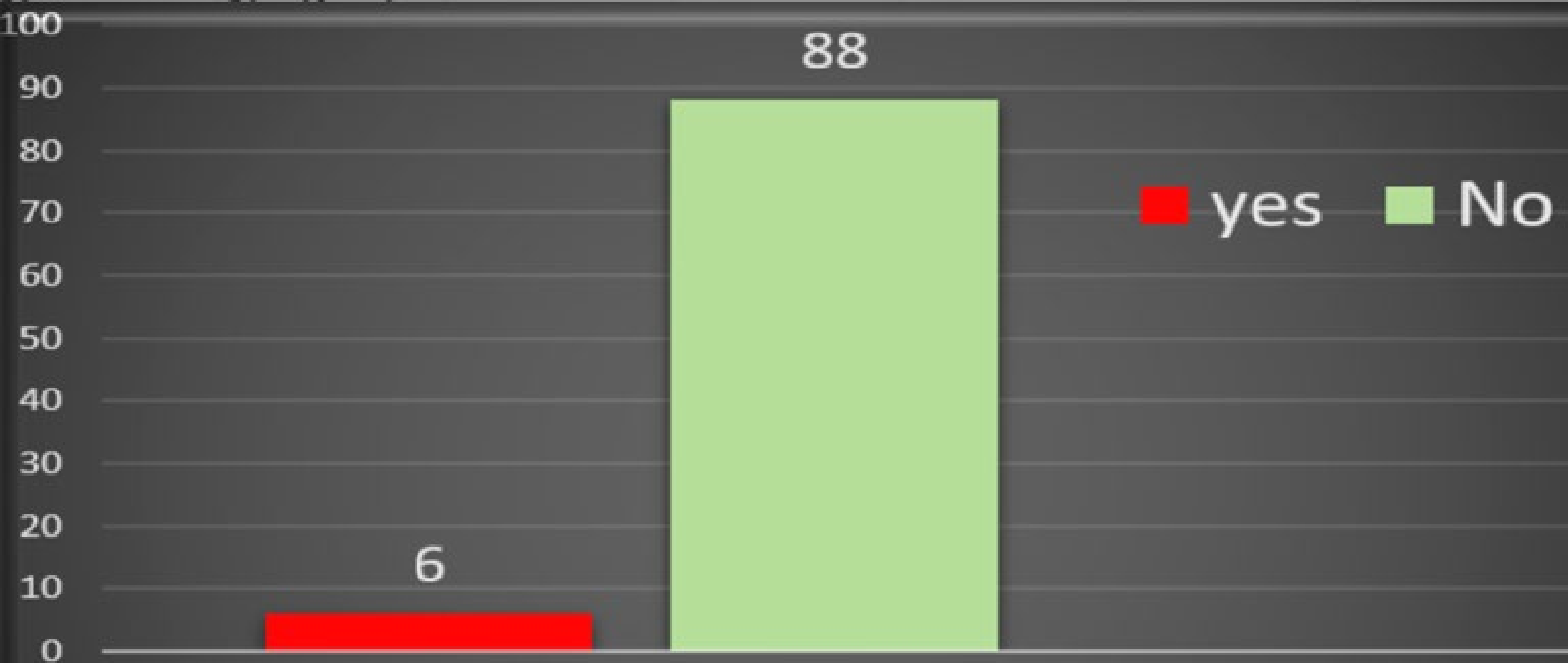
*Place the quality of patient care, especially
patient safety above all other
aims*





1. Have you or a colleague been affected by behaviour changes from either Pathology or Trust management towards you following an adverse external inspection?

Culture Survey 2019



1. Have you or a colleague been disciplined as a direct result of a single quality incident such as a SABRE/SHOT event?

Psychological Safety

- Everyone can question things without fear or ridicule
- Teams make improvements together
- Respecting different views
- All improve interactions & behaviours
- Challenge bullying
- Perfection isn't the goal
- Kindness

Having fun working & learning together



*Make sure pride & joy in work, not
fear infuses our labs*