WAVE project

Improvement conversation worksheet 1

# Understanding the problem

Discuss with the core members of your team (for example, your manager, clinical lead, quality coordinator, clinician) and choose an event in your service that you feel could have been enhanced by improved collaboration between paramedics and palliative care.

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| What happened?  Define the problem as an event in clear, plain language in two to three sentences. |
| (insert text here) |

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| Are there any discernible root causes?  Describe the event in terms of a possible or actual underlying or unrecognised pattern of poor performance. |
| (insert text here) |

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| Why is it happening? Ask ‘why’ at least five times until you get to the root cause of the event. | |
| Example  *A patient received the wrong medication.*  Why did the patient receive the wrong medication?  *The nurse did not complete patient identification.*  Why did the nurse not complete patient identification?  *The patient did not have a wristband.*  Why did the patient not have a wristband?  *The wristband had been removed for a procedure and not replaced.*  Why was the wristband not replaced?  *The printer for the wristbands was not working.*  Why was the printer not working?  *The staff had not called for IT support.*  Why had staff not called for IT support?  *Two reasons – one staff member tried calling the IT support number on the sign next to the printer, but it was an old number and didn’t connect. Other staff felt there was no point calling because IT never helps their ward.* | (insert text here)  Why…  Why…  Why…  Why…  Why… |

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| Principles of engagement (attached document)   1. **Shared decision making and person-centred care** are priorities 2. We are an integrated team where everyone **recognises, understands and values each role** 3. We **foster local connections** to meet needs 4. We have known **channels of communication** 5. We have a **unified approach to palliative and end-of-life care** in the home 6. We can **support the person’s preferred care plan and venue, including home-based care** when this is their preference |

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| Reflect on which of the six key principles you feel are related, and why. | | |
| Example  Principle 2 – some ward staff and IT staff may not fully recognise, understand and value each other’s role  Principle 3 – some ward staff and IT staff may benefit from building a better connection to address the issue of ward staff feeling IT support never addresses their ward  Principle 4 – the ward staff need to know and be able to access the correct phone number for IT, and system to log an issue | (insert text here) |

See Principles of Engagement document for more detail.

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| What are the implications for action? What can you do to change the results? | |
| Example  Clearly identify any processes for logging issues with IT  Clearly identify which issues IT can address in the ward  Update the phone number on the sign next to the printer  Help build a better connection between the ward staff and IT staff through the manager relationship | (insert text here) |