
Safewards implementation guide

This implementation guide is designed to support health services with Safewards implementation in their organisation. It offers a step-through guide for consideration when you are looking to introduce the Safewards model.

Please note - Not all steps need to be followed as listed, this guide is aimed to provide an overview of implementation.

Step 1 – Define the purpose and scope

- **What is the problem and what do you want to achieve?** E.g. – decrease code grey events, reduce restrictive practices, decrease OVA related episodes
- **Set objectives** – what outcomes do you expect
- **Determine scope** – Who and what will be impacted – Emergency Department staff, consumers and carers/families.

Step 2 - Stakeholder engagement

- **Identify who are the key stakeholders** (both internal and external)
- **Engage early** – Plan a business case and potentially prepare for a project pitch (Why Safewards is beneficial for the health service)
- **Establish governance** – Set-up governance steering group and meeting series

Step 3 – Gather research and evidence

- **Benchmark with other organisations** – Review the model and the frameworks they have used. Was it effective, what worked and what didn't?
- **Gather data** – Look at organisation risk data, which will align with outcome measures.
- **Ensure alignment** – Does this implementation align with strategic priorities, local policies and regulations.

Step 4 – Design and customisation

- **Tailor the model** – Each organisation is different. Find how this will work for your health service.
- **Co-design with key stakeholders** – Involve staff in the local area, as well as consumer representatives on plan for initiative introduction.
- **Develop support tools** – Templates and guidelines for staff to follow.
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Step 5 – Implementation and resourcing

- **Create and implementation plan** – Project timeline or Gantt chart development to help stay on track, including responsibilities and milestones.
- **Identify resources needed** – staffing and budget
- **Training and education** – Prepare education plan for staff and how you will deliver widespread education (eg trainer the trainer, half day training)

Step 6 – Training and Capability planning

- **Deliver training session**
- **Provide and ensure ongoing support** – Allocate local area champions
- **Develop education resources** – Posters of model, intervention information

Step 7 – Implementation

- **Rollout to chosen areas** – Launch the initiative and create interest. This will help with future implantation
- **Monitor and troubleshoot** – Be prepared for teething issues. Stay in frequent contact with

local area stakeholders and key champions.

Step 8 – Evaluate and continuous improvement

- **Measure impact** – review outcome measures and if there has been a shift in data
- **Conduct fidelity checks – Make sure Safewards is running to expectation**
- **Run basic PDSA** – Determine if changes need to be made
- **Prepare sustainability plan** – Once project finishes who will be accountable for the initiative and continue reporting lines.