



3rd Annual Quality & Patient Safety Conference

Improving the Healthcare Journey for Patients & Staff



TITLE

Multidisciplinary Team Approach to Incident Reviews Improves Patient Care

SUBMITTED BY

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ABSTRACT

INTRODUCTION

A multidisciplinary team consisting of Consultants in Obstetrics, Neonatology and Anaesthesiology, Senior Midwifery and Clinical Risk representatives meet weekly to review Clinical Incidents within the hospital. The aim is to understand the what, why and how of events contributing to a clinical incident and make recommendations to prevent recurrence. Part of the review process is to ensure appropriate support mechanisms are in place, including patient follow up with senior clinical expertise or care from other medical disciplines such as mental health support.

METHODOLOGY

A PDSA model approach was used to implement the change to Clinical Incident Reviews

AIM

This project aims to improve patient care through systematic analysis of clinical incidents where key learnings are identified and disseminated to clinical staff and the Executive Management Team in a timely manner. Feedback of the outcome and learning from reviews is delivered to patients by a Senior Clinician.

CHANGE IMPLEMENTED

- Changes to the Specific Review tool used for Incident Reviews
- Terms of Reference
- Expansion to the criteria for incidents requiring Multidisciplinary Team Review

MEASUREMENT

This is achieved through a number of different quality measurement tools that include .

- I. Audit of the number of reviews and clinical indication
- II. Additional referrals required for patients
- III. Completion of recommendations eg. Changes to guidelines, Clinical Audit Case study presentations for clinical staff
- IV. Feedback from clinical leads

RESULTS

- Increase in the number of Incidents reviewed to the standard of Concise Review
- Improvements to Patient care and Patient Safety achieved through enactment of recommendations from completed reviews
- Increase in patient attendance at Consultant led Clinic for Postnatal debrief and feedback regarding completed reviews
- Increase in the number of Patient who required additional referrals to perinatal mental health services
- Implementation of a clear process for providing feedback and further education for multidisciplinary Teams follow up care

VALUE

- Timely Patient Clinic Appointments: Patients attend the Clinic within 4 weeks of incident allows patient the opportunity to ask questions and receive a copy of completed review
- Process for patient referral to other services: eg. Mental Health support , Anaesthesiology
- Learning for staff: through dissemination of information from completed reviews

SUSTAINMENT

Achieved through the commitment of review team members who facilitate a consistent and effective response to the management of incidents with oversight by the Hospital Executive Management Team and a system for feedback to staff and patients.

ADDITIONAL INFORMATION

The plan is to share the learning and experience with other hospitals.