



Learning From Complaints and Incidents-QI Project

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Project

Amongst inpatient staff there is 100% satisfaction with arrangements for disseminating learnings from incidents and complaints by December 2015

Primary Drivers

- o Identifying incidents and complaints
- o Reporting incidents and complaints
- o Investigating incidents and complaints
- o Feeding back the findings of investigations

Secondary Drivers

- o Culture
- o DATIX
- o Staff perceptions
- o Cascading of information
- o Service changes resulting from investigations

Change Ideas

- o Baseline questionnaire
- o Safety questionnaire
- o Guidance on what constitutes a complaint
- o Collating of data by service area
- o Learning lessons events; trust wide and directorate level
- o Capturing outcomes, service changes
- o Simulated learning

Progress

- o Group membership
- o Choosing a ward to start with
- o Questionnaire commenced
- o Expanding membership of group

Survey Monkey

Learning from complaints and inci...

Summary

Design Survey

Collect Responses

Analyze Results

DESIGN SUMMARY

Learning from complaints and incidents

Created on 5/14/2015

Questions: 10, Pages: 10

Survey language: English

Theme: Aqua

Upgrade to add your logo



Upgrade to add logic



Edit Design

Preview Survey

RESPONSE SUMMARY

SURVEY ALERTS: ON

6

Total Responses

OPEN

Overall Survey Status

Collectors

Web Link 1

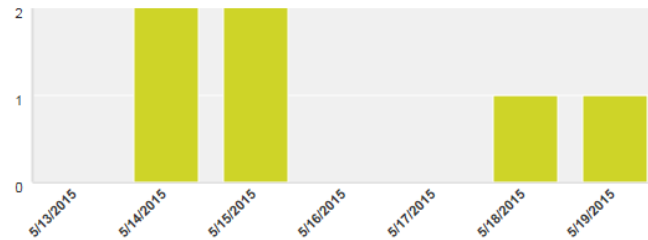
Responses: 6

Since 5/14/2015

OPEN

Responses Volume

5/13/2015 - 5/19/2015



Analyze Results

Challenges

- o Membership
- o Finding a regular time to meet
- o QI overload in some service areas
- o Competing pressures

Enablers

- o Regular time to meet identified
- o Membership large enough to allow some to meet regularly even if all can't be there
- o Identifying roles, task ownership

Next steps

- o Collating questionnaire data
- o New members
- o Set a meeting time (Thursdays at 0830)