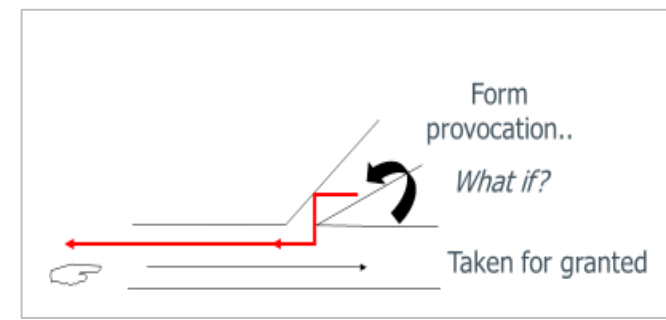# Provocation Tools

Reversal **Exaggeration** **Distortion** **Wishful thinking** **Escape**

ELFT Safety Culture Bundle

Broset Violence Checklist

Safety Cross

Safety Huddles

Safety discussion in community meetings

Taylor-Watt et al (2017) Reducing physical violence and developing a safety culture across wards in East London. *British Journal of Mental Health Nursing. 6:1 , 35-43*

The Sepsis Six

1. Give high-flow oxygen — via non-rebreathe bag
2. Take blood cultures — and consider source control
3. Give IV antibiotics — according to local protocol
4. Start IV fluid resuscitation — Hartmann's or equivalent
5. Check lactate
6. Monitor hourly urine output — consider catheterisation

within one hour
...plus Critical Care support

Use SSKIN to manage & prevent pressure damage

S – Surface
- Mattress type can relieve pressure areas
- Check cushions: Some don't relieve pressure
- Check equipment integrity
- Use specialist equipment when needed

S – Skin inspection
- Dry/cracked skin = moisturise & hydrate
- Oedematous skin = consider elevation
- Consider nutrition for wound healing
- Appropriate dressing for open wounds
- Early inspection = early detection
- Full daily skin inspection
- Educate on early signs of pressure damage
- Check vulnerable areas - BEST SHOT

K – Keep moving
- Getting up, dressed & moving
- Changing position every 2 hours
- Encourage independent movement
- 95% of pressure ulcers are avoidable!

I – Incontinence/moisture
- Barrier creams seal out wetness
- Prevent moist weakened vulnerable skin
- Continence wipes for personal use
- Emollients prevent skin dehydration

N – Nutrition/hydration
- Healthy diet = speeds up healing process
- Monitor food & fluid intake - consider Dietician
- Complete MUST nutritional assessment
- Weight extreme increases risk

Using Change Concepts

Change Concept: a general notion or approach to change that has been found to be useful in developing specific ideas for changes that lead to improvement.

Concept
An opportunity to create a new connection

Thought Process → Concept → Specific Idea A, Specific Idea B
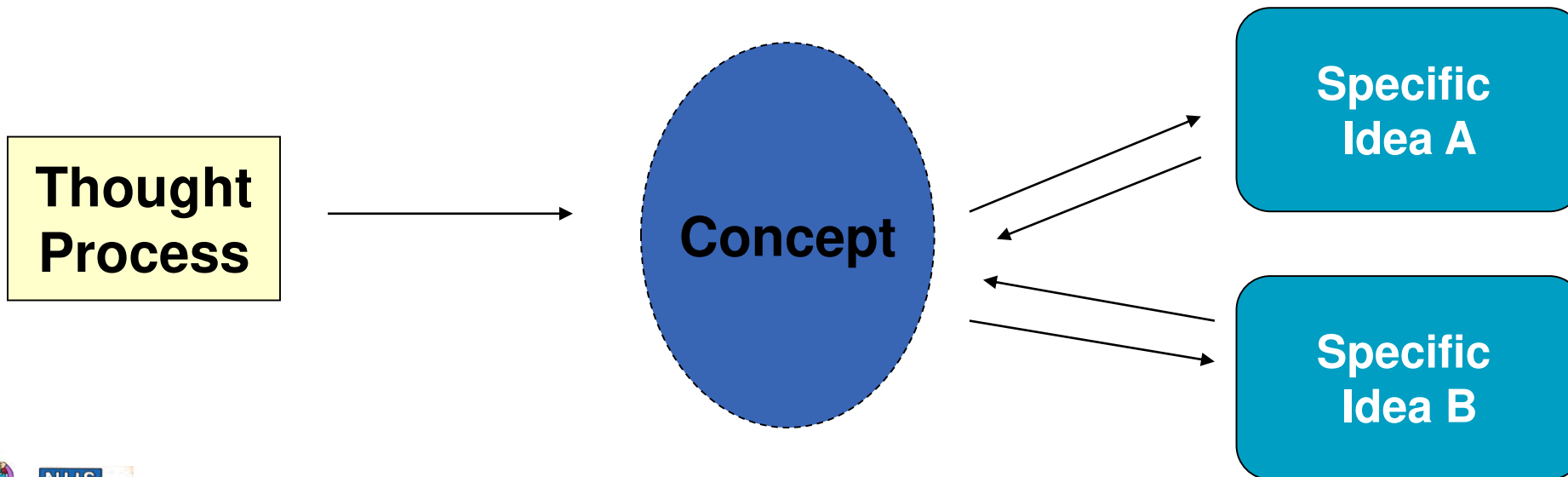
Change Concepts – here are a few

Improve workflow

Enhance relationships

Manage time
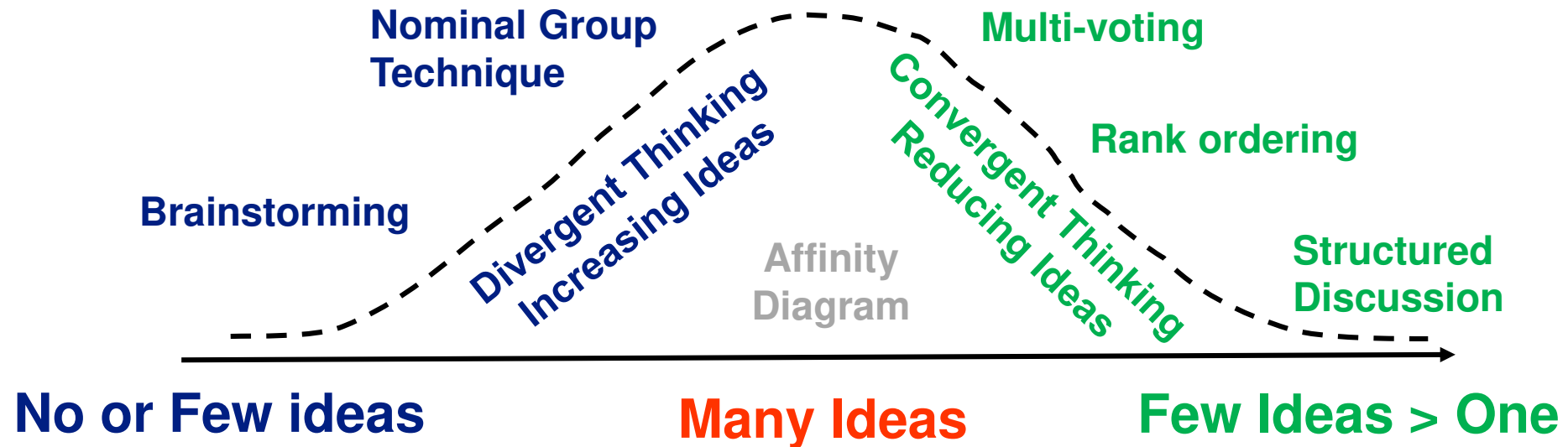
Manage variation

Design the system to avoid mistakes

Change Concepts

The *Improvement Guide* contains 72 change concepts can be used to create ideas for testing.
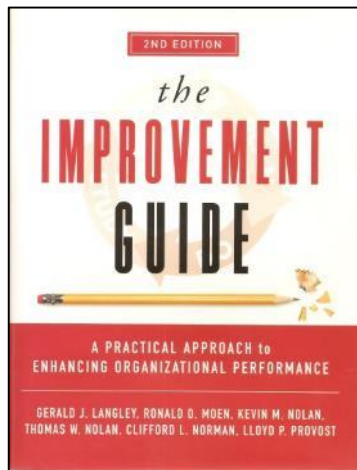
1. Eliminate things that are not used
2. Eliminate multiple entry
3. Reduce or eliminate overkill
4. Reduce controls on the system
5. Recycle or reuse
6. Use substitution
7. Reduce classifications
8. Remove intermediaries
9. Match the amount to the need
10. Use sampling
11. Change targets or set points
12. Synchronize
13. Schedule into multiple processes
14. Minimize handoffs
15. Move steps in the process close together
16. Find and remove bottlenecks
17. Use automation
18. Smooth workflow
19. Do tasks in parallel
20. Consider people as in the same system
21. Use multiple processing units
22. Adjust to peak demand
23. Match inventory to predicted demand
24. Use pull systems
25. Reduce choice of features
26. Reduce multiple brands of the same item
27. Give people access to information
28. Use proper measurements
29. Take care of basics
30. Reduce demotivating aspects of the pay system
31. Conduct training
32. Implement cross-training
33. Invest more resources in improvement
34. Focus on core process and purpose
35. Share risks
36. Emphasize natural and logical consequences

37. Develop alliances and cooperative relationships
38. Listen to customers
39. Coach the customer to use a product/service
40. Focus on the outcome to a customer
41. Use a coordinator
42. Reach agreement on expectations
43. Outsource for "free"
44. Optimize level of inspection
45. Work with suppliers
46. Reduce setup or startup time
47. Set up timing to use discounts
48. Optimize maintenance
49. Extend specialist's time
50. Reduce wait time
51. Standardization (create a formal process)
52. Stop tampering
53. Develop operation definitions
54. Improve predictions
55. Develop contingency plans
56. Sort product into grades
57. Desensitize
58. Exploit variation
59. Use reminders
60. Use differentiation
61. Use constraints
62. Use affordances
63. Mass customize
64. Offer product/service anytime
65. Offer product/service anyplace
66. Emphasize intangibles
67. Influence or take advantage of fashion trends
68. Reduce the number of components
69. Disguise defects or problems
70. Differentiate product using quality dimensions
71. Change the order of process steps
72. Manage uncertainty, not tasks

Divergent and Convergent Thinking

Adapted from Executive Learning Inc. Team Training Materials.

Nominal Group Technique

Multi-voting

Divergent Thinking Increasing Ideas

Convergent Thinking Reducing Ideas

Brainstorming

Rank ordering

Affinity Diagram

Structured Discussion

No or Few ideas

Many Ideas

Few Ideas > One

NHS
East London
NHS Foundation Trust

Provocation Exercise – Part 1

Select one of the provocations below and develop a what if statement around an issue you face

E.G "what if, patients did their own dialysis

Reversal – going in the reverse or opposite direction from the normal direction or order (get admitted after person is in a bed)

Exaggeration – suggesting a measurement that lies outside the normal range (TFG: Placement into foster care takes over 6 months to accomplish / Provocation: Placement takes less than 1 day

Distortion – Take normal arrangements (relationships and time sequences) and mix-up the normal to create the provocation (students give tests to teachers, TV selects what you watch)

Wishful thinking – stating an "impossible" fantasy (it is easy to park at the hospital, pencil writes by itself

Escape – list things that are taken for granted about the situation or process, then drop/cancel/do away with it (GP surgeries have waiting rooms)

References

- Langley GL, Moen R, Nolan KM, Nolan TW, Norman CL, Provost LP. *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd edition). San Francisco: Jossey-Bass Publishers; 2009 pages 112-114

- De Bono, E. *Six Thinking Hats*. London: Penguin Random House UK, 2000.