

# Towards a Patient-Safe Future

## Shared Learning

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Chief Executive



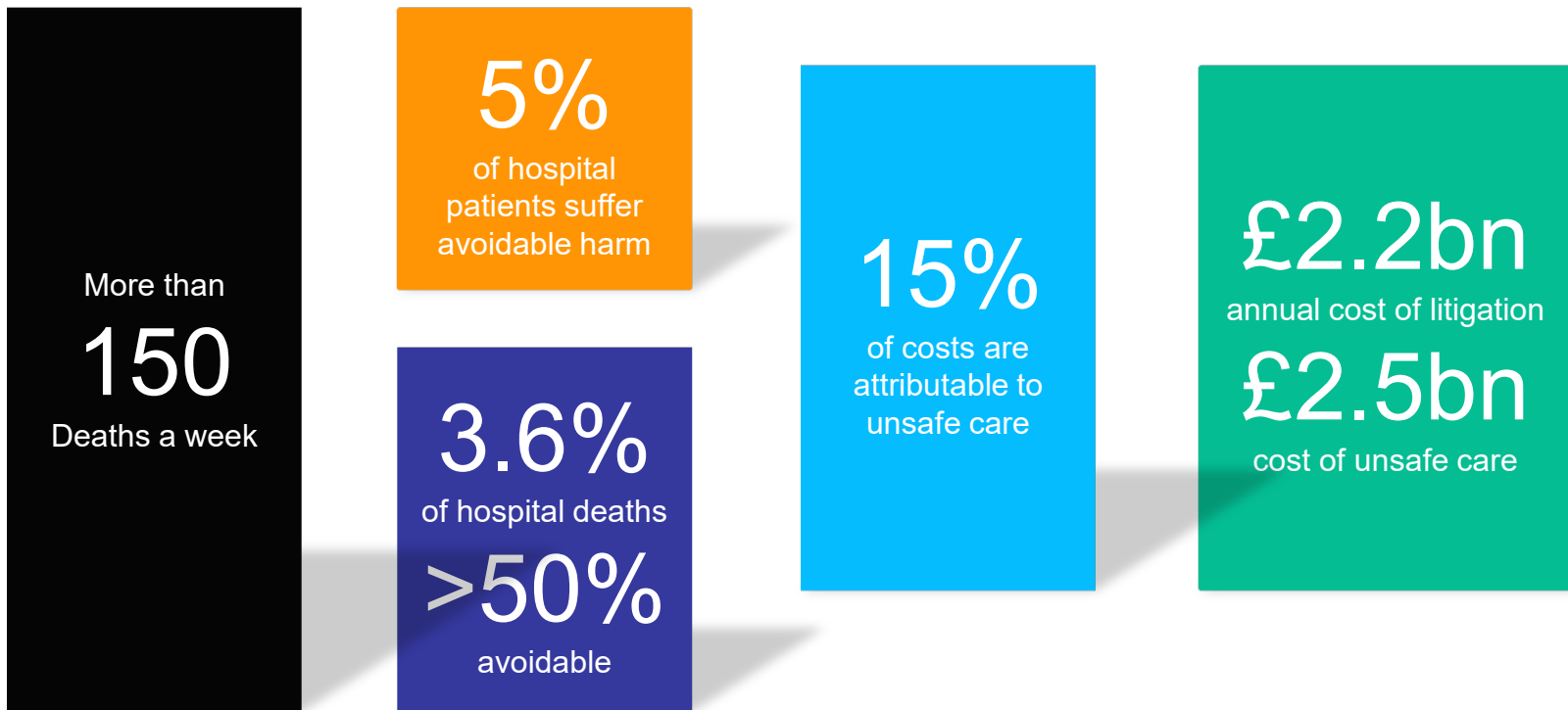
patient  
safety  
learning



We aim to help  
people think  
differently about  
patient safety



# 20 years of initiatives but still too many patients suffer harm



# Why is patient harm a persistent problem?

- Safety is a priority – but one of many
- Few safety standards, not consistently applied
- Not designing safe systems with human factors
- Blame culture and fear
- Patients are not engaged in their safety
- Lack of leadership for safety
- A failure to learn: from unsafe care and excellent care

# “Learning is trapped within organisations”

*Professor Carl Macrae*

- Many people are doing great work to make patient safety better

But....

- The learning often not shared or easy to find so people in similar roles and organisations don't know about it
- Wheels are constantly being reinvented
- Knowledge management in healthcare is fragmented

# It's hard to share learning

- We often don't know where to find answers
- We often don't have time to reach out to others
- We don't know who else needs to know
- It can be difficult to find others in the same situation
- We have questions but don't know who has the answers
- We can't find people to bounce ideas off
- It's just too hard

We need to  
think and act  
differently about  
patient safety



# New ways of thinking and action for safety

- Design for safety
  - Actively seek out safety problems
  - Implement good practice
  - Re-design using systems and human factors
- Culture - make it safe for staff
- Patients as partners
- Better use of technology
- Share learning

# What will a patient-safe future look like?



# In a patient-safe future:

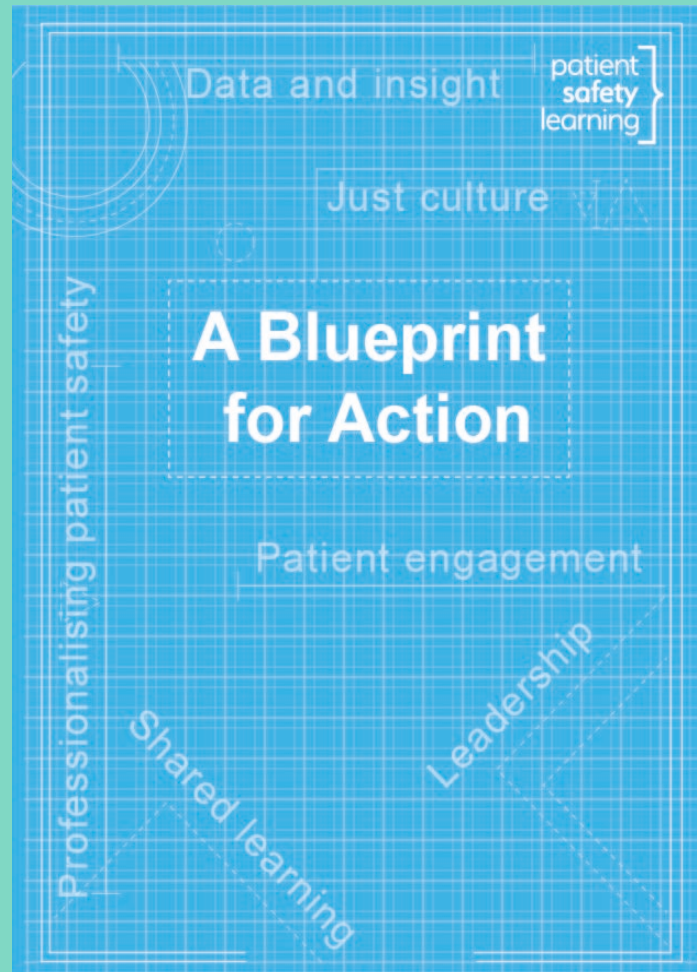
- Patient Safety is a core purpose
- There are standards for patient safety
- All staff are suitably qualified & experienced for safety
- Patients are members of the team
- Better measurement & reporting
- A culture that prizes safety and promotes learning
- Learning is shared and applied quickly and easily

## A Patient-Safe Future

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A Patient Safety Learning  
Green Paper

September 2018



# Foundations for a patient-safe future



# Shared Learning

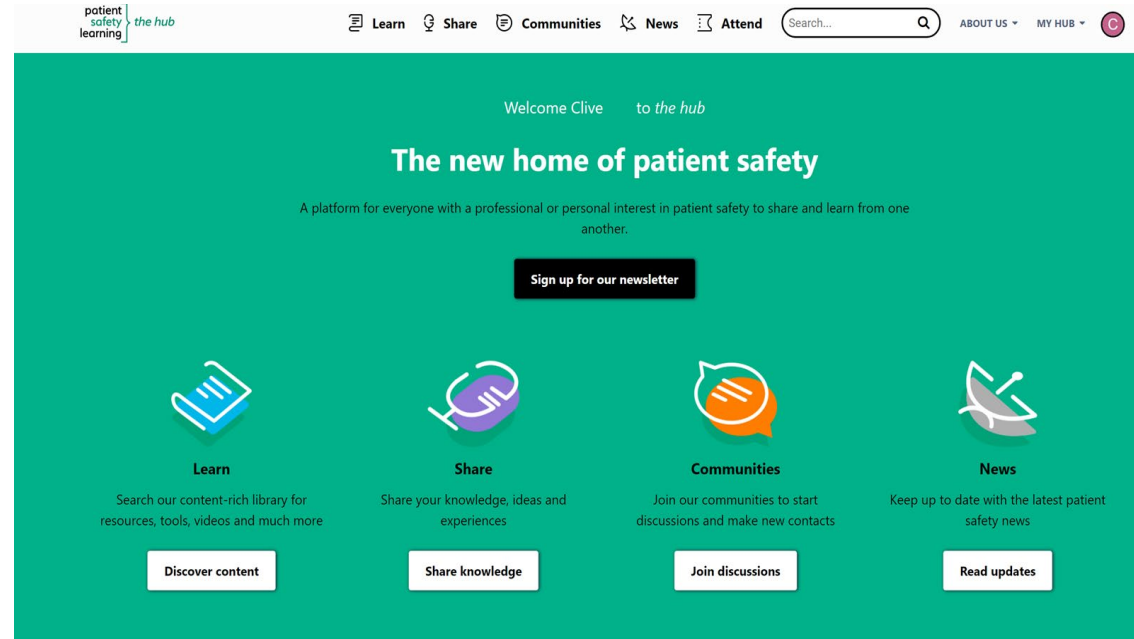


“To err is human, to cover up is unforgiveable and to fail to learn is inexcusable.” *Sir Liam Donaldson*

- Goals to share learning: from harm, near misses, good practice, patients feedback and complaints
- Share knowledge & innovation readily
- Find answers to questions
- Access to proven tools and resources



- For everyone
- Free for use









# *the hub*: an online platform for shared learning


Beta launch  
July 2019


- A repository of knowledge – ideas, stories, tools, case studies and good practice
- Communities of interest – most open, some private
- Patient safety news and stories
- Personalised resources and topics
- Hosted events and webinars
- Access to online training and training opportunities
- Links to other sites and resources for patient safety

# the hub's knowledge library

the hub

 Learn  Share  Communities  News  Attend

ABOUT US ▾ MY HUB ▾ 



## What can I learn?

Browse through our content library using the categories below

### Latest in...

#### Commissioning, service provision and innovation in health and care

DIY HEALTH: A co-produced health education delivery model to empower parents in managing children's health - 2011 By Patient Safety Learning 20 hours ago

#### Culture

Just Culture - Podcast Radio 4 By Patient Safety Learning Yesterday at 11:43

#### Improving patient safety

Salford University's Patient Safety Conference: Presentation slides (23 April 2019) By Patient Safety Learning Yesterday at 11:43

#### Investigations, risk management and legal issues

The future of NHS patient safety investigation: engagement feedback (November 2018) By Patient Safety Learning Yesterday at 11:43

# Where will *the hub's* content come from?

## *the hub's* users:

- Proposing questions
- Posting news
- Making suggestions
- Creating tools
- Offering feedback
- Telling their stories

## Patient Safety Learning:

- Content editors & facilitators
- Content moderators for quality assurance
- Prompt questions to stimulate ideas


## *the hub's* categories of patient safety knowledge:


- Accounts & Narratives
- Alerts & Recommendations
- Case Studies & Exemplars
- Data & Analyses
- Guides & Guidelines
- Incidents & Investigations
- Interviews & Reflections
- Policies & Procedures
- Processes & Systems
- Reports & Articles
- Safety Improvement Strategies & Interventions
- Seminars & Presentations
- Standards & Regulations
- Toolkits & Collections
- Tools & Templates


# the hub's communities


patient  
safety  
learning


the hub

 Learn

 Share


 Communities


 News

 Attend

ABOUT US ▾

MY HUB ▾



 **Ask a question. Have your say**

Commissioning, service provision and innovation in health and care	Culture	Improving patient safety	Investigations, risk management and legal issues
Leadership for patient safety	Organisations linked to patient safety (UK and beyond)	Patient engagement	Patient safety in health and care
Patient Safety Learning	Professionalising patient safety	Research, data and insight	Miscellaneous

# *the hub* will encourage communities

- Initially around specific topics
- Then for a given role or location
- Communities of interest – most open, some private
- Moderated to keep things secure and civil
- Only open community content shared on social media
- Communities will have expert topic leaders

# the hub: share with us

patient  
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Home > Share

All Activity

Mark site read



## Do you have something to share?

Home &gt; Share

### An experience? Tools or resources? An innovative idea?

What have you done or found that has, or can, make a difference to patient safety? Whether it is already published content that you wish to highlight or your own original content that you would like to share, we would love to hear about it. By working collaboratively and sharing knowledge we will help each other drive change and improve the lives of patients.

+ Share content


[Guidelines for sharing](#)






Home &gt; Share


All Activity


Mark site read


# the hub: find and share events

 patient safety learning the hub

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Search... 

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 Attend

October 2019

< SEPTEMBER 2019

Month Week Day Event Stream

Jump to ▾

NOVEMBER 2019 >

OCT 02

**02 October 2019**  
2 October, London, UK  
Patient Safety Learning's second annual conference builds on the foundations of patient safety described in A Blueprint for Action. These foundations are shared learning, leadership, professionalising patient safety, patient engagement, data and insight, and culture.  
  
The conference is being designed to be stimulating, interactive and engaging, not just in its content, but in how it is delivered.  
...  
0 Comments

Event details

# Work with us to create a patient-safe future

- Support our patient-safe future proposals
- Engage with us on *the hub*
  - Provide content
  - Join a community
  - Share learning
  - Become a topic expert
  - Share your experiences from the 'front line'

# What questions do you have?

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- [info@patientsafetylearning.org](mailto:info@patientsafetylearning.org)

