

# Leading with a focus on Safe Care

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# Essentials of safe care

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PSYCHOLOGICAL  
SAFETY



STAFF WELL BEING.



SYSTEM FOR LEARNING.

# Areas of Focus

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Leadership role in safety

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Influencing system wide safety performance

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Psychological Safety

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Positive work experiences

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When things aren't right

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Learning environment

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# Leaders role in Safety

## Style

- Compassionate – genuine interest in staff, value diversity, share vision and inspire
- Transformational – inspire without micro managing, motivate employees to innovate
- Collaborative – work out with silo's finding the strength in diversity

## Skill

- Interpersonal- understands the needs of individuals and teams uses appreciative enquiry
- Conceptual – understands both internal and external environmental complexity
- Technical – has credibility

## Impact

- Performance – how performance is measured, motivate others to achieve objectives
- Organisational effectiveness – structure that is flexible to change and dynamic
- Culture – vision, values, practices, people and narrative

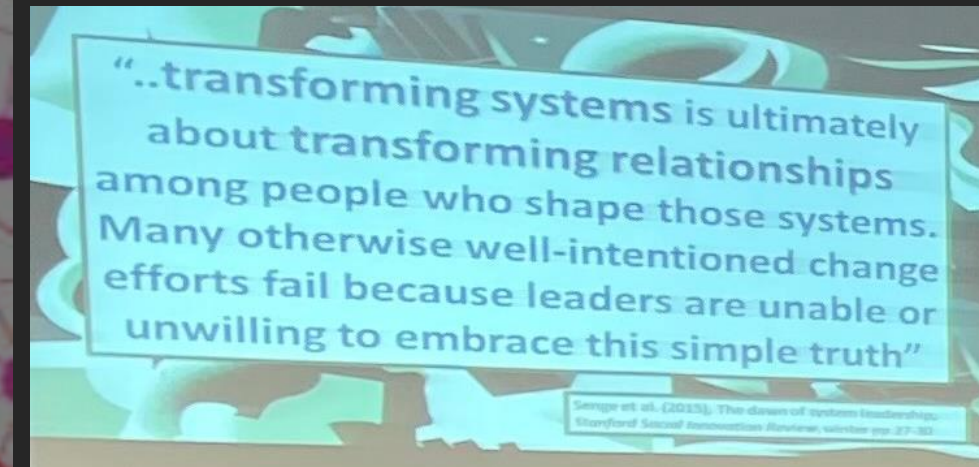
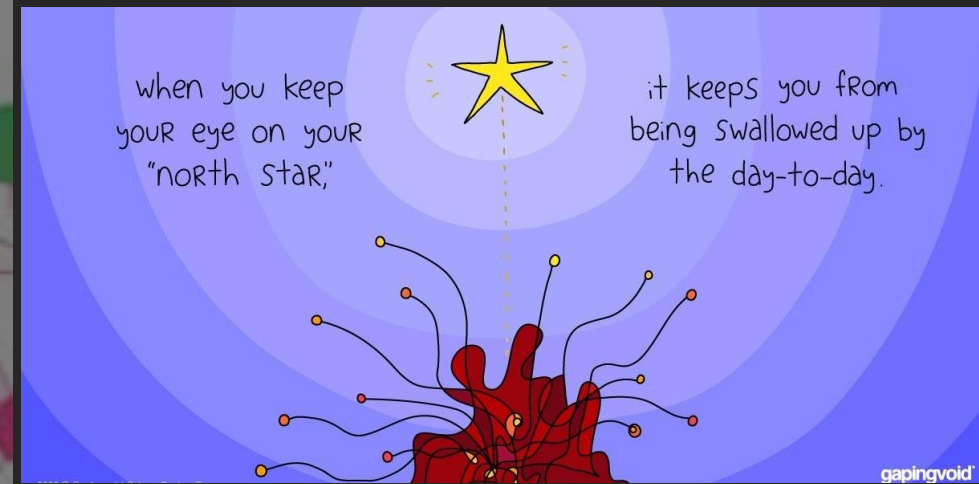
# Influencing System wide Safety Performance

Joining the dots

Focus on the North Star

Transform relationships

Dancefloor to Balcony





# Psychological Safety

NOKIA



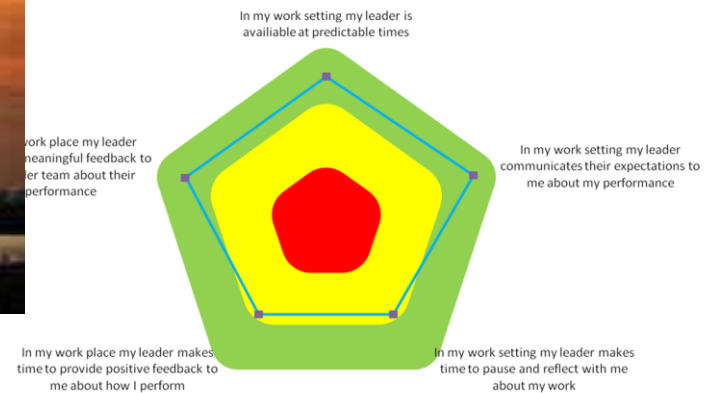
Psychological safety, they feel able to **ask for help, admit mistakes** of others on the team

**Risks are reduced**, new ideas are generated, these are

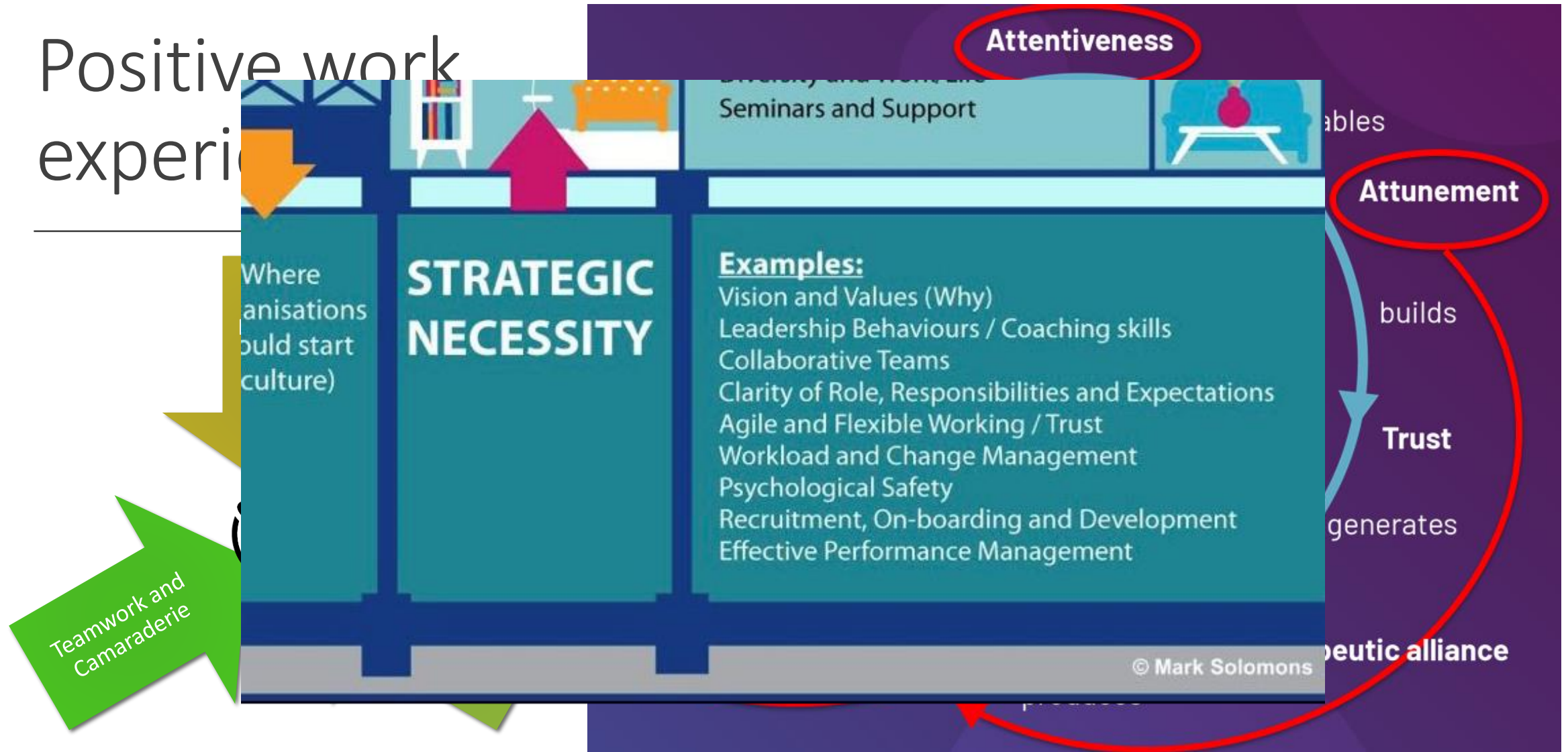


Disney

Ward 25 Leadership: % who strongly or slightly agree with statement



Positive work  
experience



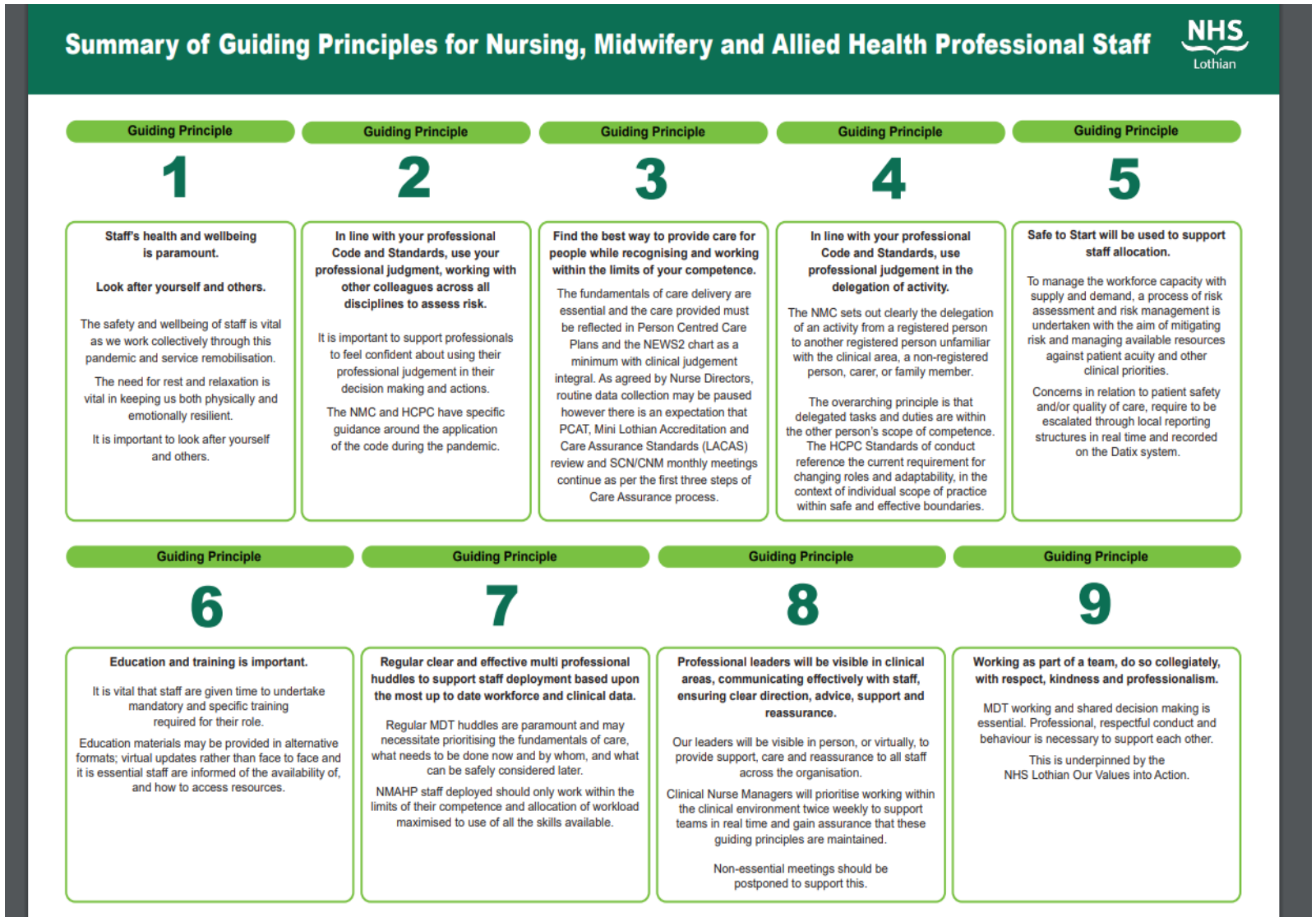
# When things aren't right

## Multifactorial Reviews

## Links with care standards and staffing

## Action plans not the answer

## Guiding principles





# Learning environment

One thing that limits your learning is the belief you already know something

Do leaders take control or give control

Do we spend time critiquing errors or celebrating successes

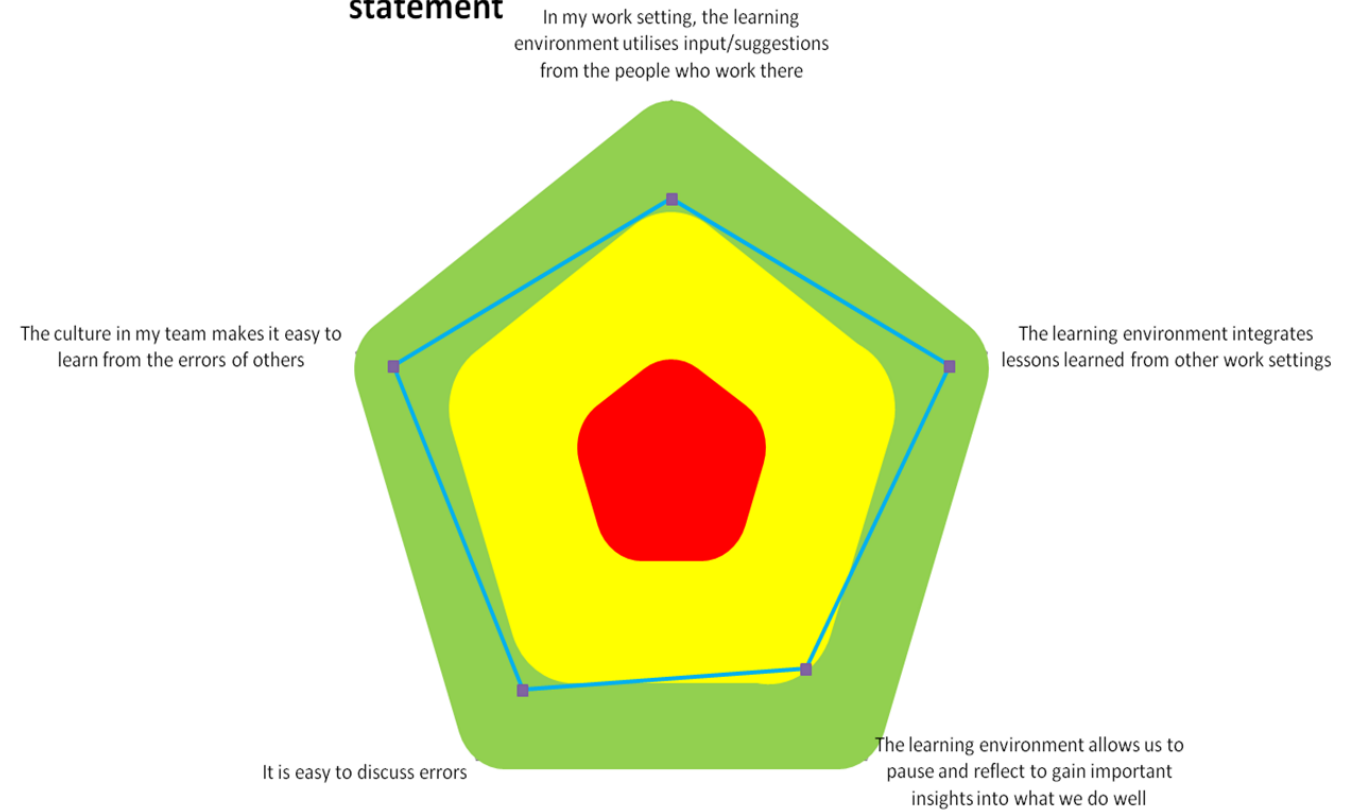
Total quality leadership – effort to improve the process v effort to monitor the process

We learn , using daily opportunities learning becomes part of the philosophy

Learning seems so much more active than training!

Patients as leaders in learning

## Ward 25 Learning Environment: % who strongly or slightly agree with statement



# Summary

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Leaders play a critical role in the delivery of systems safety, through their style and skill

Spend time on the balcony

Be attuned to the 'Dangerous Silence'

Kinship and Kindness lead to better outcomes

Give permission to stop doing stuff and to fail

Transform relationships that's what really matters

