



## REASON WHY?

The National initiative from Each Baby Counts, focusses on learning and support for clinical escalation interventions. There are 3 initiatives that are must dos for the Trust these are 1) Advise, Inform, Do (A.I.D) 2) teach or treat 3) team of the shift. The overall aim would be: To improve communication and reduce delays in escalation within the maternity department at SaTH



To introduce the communication tool and terminology of Each Baby Counts: Learn and Support to the team by the end of August 2024 as evidenced by observation of conversations and documentation.



## PLAN

During 2022 there were 121 datixes completed regarding communication between staff, teams and departments. A Team of Escalation Champions were identified, and meeting was planned to explain the project.

The plan was to launch the first initiative (advise Inform do) via a tea trolley round every morning for a week. Social Media was used to promote the launch. This was well received by staff, and towards the end of the launch week most were commenting saying that they had seen the posts. The Instagram posts were also shared numerous times, not just amongst SaTH staff, but also by the Academic Health Science Network (AHSN) and patient safety teams.

Following the Success of the Tea Trolley Teaching rounds, the plan was to utilise the same method to launch the tool Teach or Treat and introduce the team to the new concept.

## DO

Tea trolley rounds were conducted by the escalation champions every morning for the 5 working days All inpatient areas were visited, including a couple of mornings where the theatre teams were able to listen. Training was also delivered 2 evenings that week to ensure that staff working nights had a chance to receive the information. To provide training to as many staff as possible in an unhurried manner, the trolley rounds were carried out by 3-4 people. This ensured that staff could be relieved, for example, if caring for a lady in labour. Or that there were staff who could answer calls bells while training was being received.

During the roll outs staff were asked to complete an experience-based questionnaire to capture their personal feelings on escalation and clinical differing of opinions. Frequently impacted by who the senior person was on duty. This highlighted the importance of using the framework.

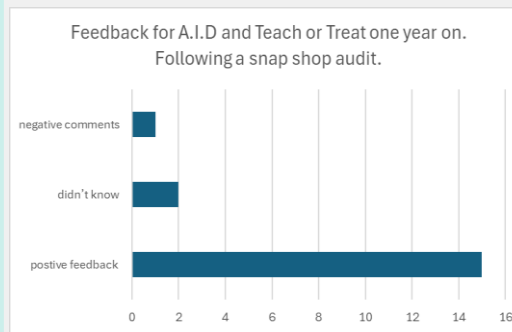
Pens were also provided as a visual reminder of the toolkit



## STUDY

307 staff received training during the first week (A.I.D) week (this included midwives, doctors, anaesthetists, theatre staff, assistants, ward clerks and students). And 102 staff received training on Teach or Treat. Staff were able to identify when they used the principals of Advice Inform Do, and pick out more key phrases in escalation bingo, after the training session. and were encouraged to use a tally chart after the teaching to keep track of when teach or treat conversations were being held were used.

Initial feedback for both initiatives was positive and importantly a year on the toolkits have become embedded. Of 18 people asked 15 gave positive feedback, including a nurse and a medic who were enthusiastic about a multi-disciplinary teach or treat discussion. 2 people didn't know about the toolkit, but one was new to the trust and one had been off sick. Disappointingly one member of staff reported a poor experience despite using the tool. This highlighted that despite the tools, human factors in high stress scenarios can still have an impact.



## ACT

The toolkits and interventions from Advise, Inform, Do and Teach or Treat have been **ADOPTED** by the team.

The Team have also included the toolkit in ongoing training about fetal monitoring and PRACTical Obstetric Multi Professional Training (PROMPT).

## Next Steps

The team are planning to re-launch Team of the Shift at the beginning of November 2024.

The plan is to talk to senior staff first and use the concepts of Simon Sinek's Golden Circle and the storytelling from John Kotter's 8 step change model to gain buy in for the changes needed.