

# Critically Careful Forum: an opportunity to promote multidisciplinary learning in the Paediatric Emergency Department



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## AIMS

Providing an environment to discuss problems and develop team learning is central to safety culture. We recognised in our department that there were barriers to staff feedback in our processes. As a department we need to support, mentor and educate staff, all of which promotes patient safety.

We wanted to do this in an open, but non-judgmental fashion, whilst meeting clinical governance requirements. The traditional mortality and morbidity meetings does not always deliver this, so we sought a new approach.

## SUMMARY

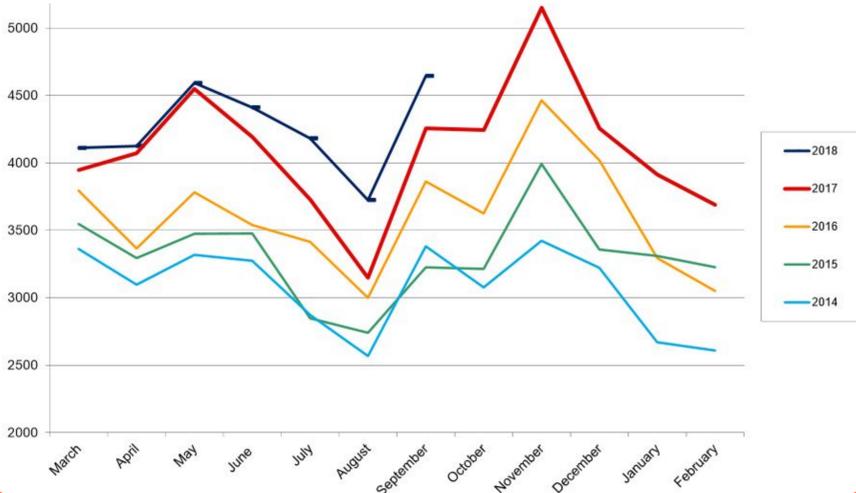
- The critically careful forum is a monthly governance meeting
- It incorporates all the positive things the team have achieved
- It allows time for learning and discussion
- It is multi-disciplinary

## RESULTS

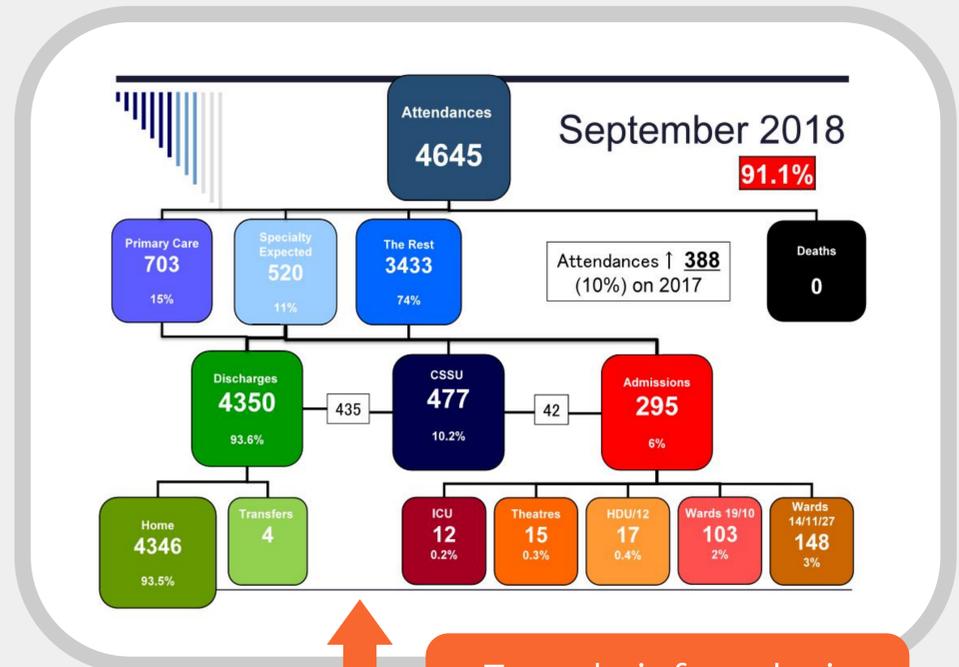
The monthly meeting has been running with good attendance for over 4 years. Questions and concerns are raised by staff at all levels, enabling widespread learning. Through these meetings we are able to identify themes for improvement, and develop strategies, like the time-critical transfer guideline, to deal with this.

This forum is part of the circular process of re-evaluating how strategic changes have impacted our work. Having overall figures included has helped people to cope with significant incidents, as they are highlighted as the sickest patients amongst the 1000 discharges.

### Children's ED Attendance Data



**Data Provides Context...**  
The slides go out to all staff **AND** Everyone can see that their hard work has been noted



Even brief analysis proves it's not all bad!

## METHODS

We run a monthly multidisciplinary meeting where we present the number and illness severity of children who have presented, review interesting cases and discuss patients requiring critical care.

The format of the meeting involves discussion with the whole audience and highlights the concerns of individuals and staff groups.

### Highlights of this approach:

- Focusses team on positives
- Enables learning
- Encourages bilateral staff feedback
- Open to all team members, and other teams



## CONCLUSIONS

We successfully run a monthly meeting that offers education, support and meets clinical governance demands. It is the first meeting in our Trust to go beyond mortality and morbidity, and has attracted attention from other departments.

We are better able to support our staff, as they learn from excellence, whilst preventing adverse incidents. We aim to encourage staff to focus on the positive things that the team has achieved, and continue to emphasise that.

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