

Impact of poor outcomes for health professionals

Diana Austin





Nurses from Kilu'ufi

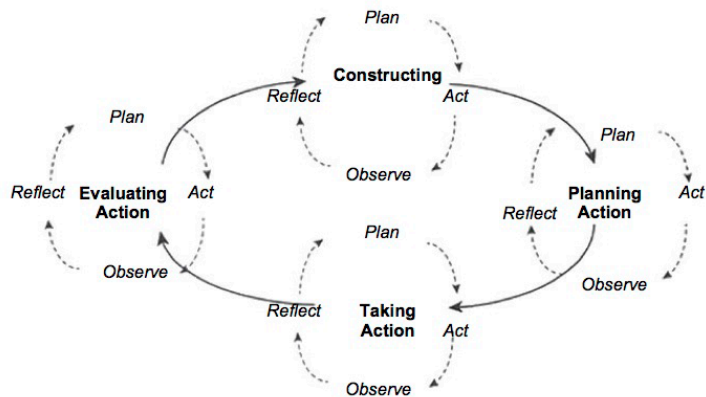


How do we as midwives & nurses support each other?

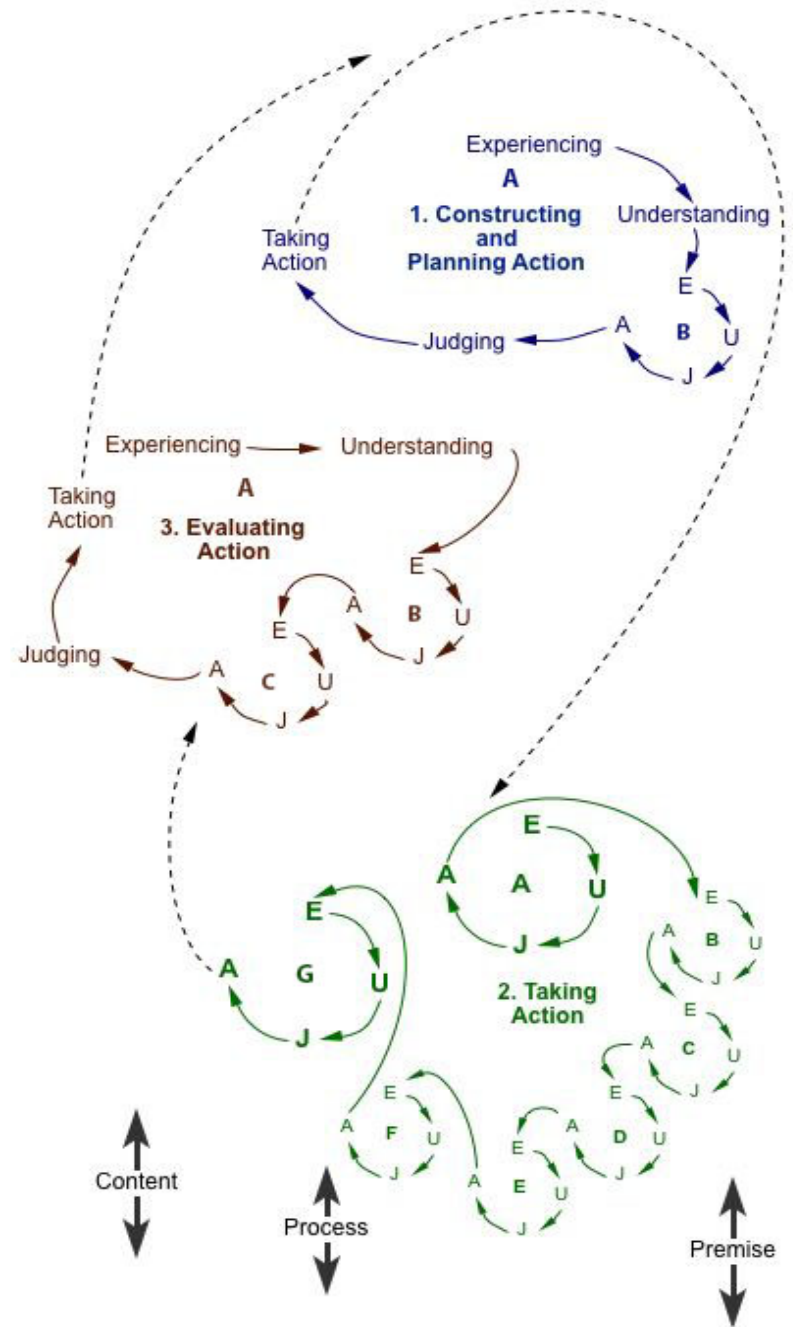
Action Research

Cyclic and reflective

Three phases with multiple cycles



Coghlan & Brannick (2014)

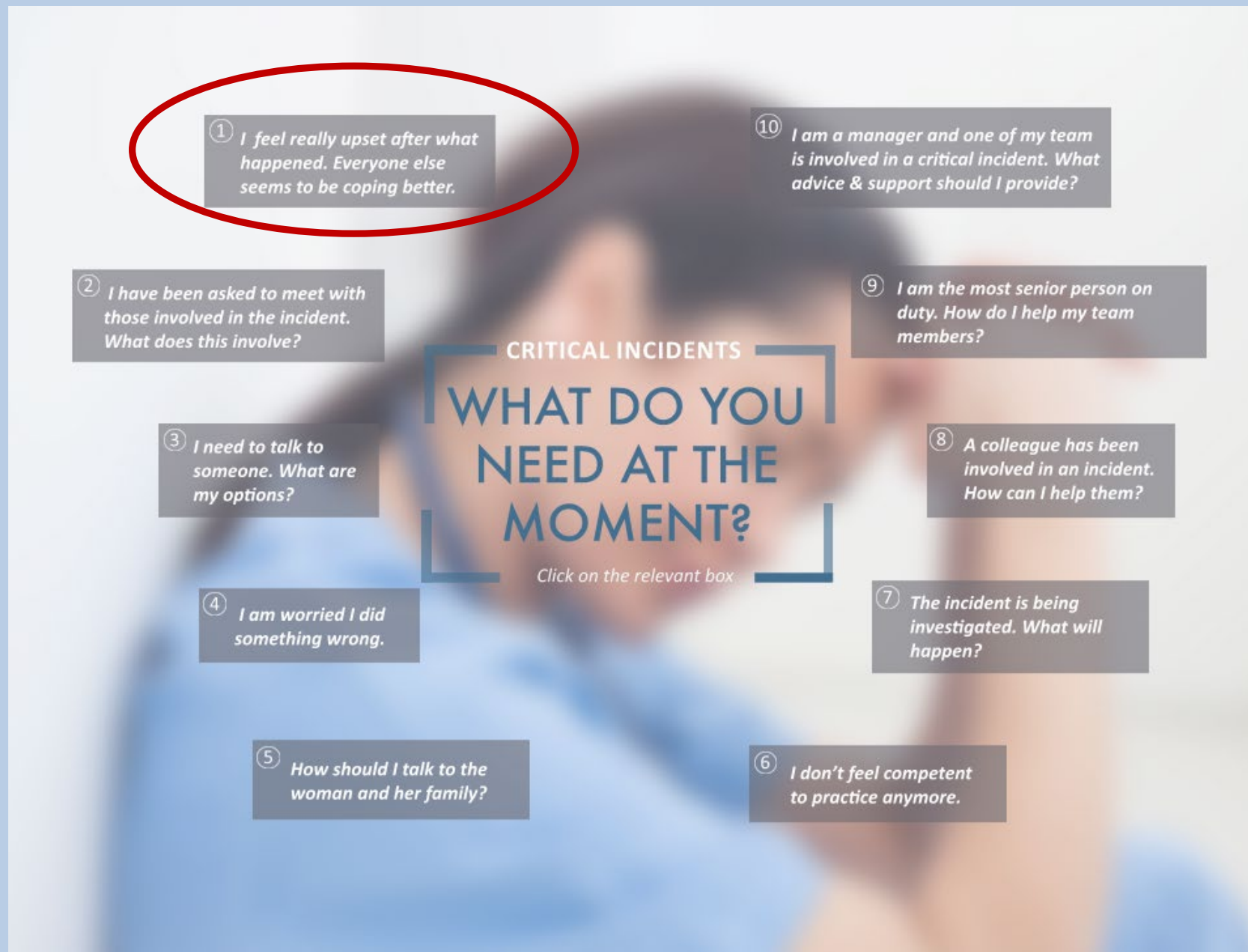


What do health professionals want to know?

Phase 1

- Am I Still OK? - Validation of self as a competent Health Practitioner
- How Can I Improve? - Reflecting on practice
- How are others affected? - Gathering together
- What will happen next? – Need for information
- Who can I talk to? – Identifying the champions
- How do I keep working? – Need for space
- How to help each other? – As colleagues & senior team members

Phase 2 eBook developed



①

I feel really upset after what happened. Everyone else seems to be coping better.

EMOTIONAL EFFECT OF CRITICAL INCIDENTS

Emotional trauma after a critical incident is common and most likely others are hiding the same feelings you have. Listen to others share how they have felt after a critical incident.



You come to work with a focus on new life, not death and morbidity.

Second Victim

The first victim being the woman and her family, the term 'second victim' has been used to describe the health professional's feeling of despair following the realisation that they were involved in an error, the

feeling of isolation and the often unsupportive response by colleagues and the health system.

As a health professional you can manage the majority of experiences in practice. However there may be an event that triggers a significant response or a series of events that eventually leads you to feel there has been one too many.

Local and international studies show that it is common for people to

- ▶ Worry about making a mistake
- ▶ Be emotionally affected when there is a bad outcome for a woman or her baby
- ▶ Feel responsible for that outcome
- ▶ Be concerned about what their team members think of them
- ▶ Consider resigning after a bad outcome
- ▶ Be afraid to talk to their colleagues
- ▶ Believe they are the only ones that feel this way.

Health professionals often do not talk about how they feel after a critical incident or the errors they may have made. This may have led you to think you are the only one affected by such events.

"I don't know if maybe I'm a private person when it comes to stuff like that. I don't really go around telling people about it, that I just cried last night ... that it affected me as much. I didn't really tell many people until months later when it was ok."
'Women's Health professional'

Listen to stories from senior health professionals in Women's Health on the next page

① *I feel really upset after what happened. Everyone else seems to be coping better.*

⑩ *I am a manager and one of my team is involved in a critical incident. What advice & support should I provide?*

② *I have been asked to meet with those involved in the incident. What does this involve?*

⑨ *I am the most senior person on duty. How do I help my team members?*

③ *I need to talk to someone. What are my options?*

CRITICAL INCIDENTS
**WHAT DO YOU
NEED AT THE
MOMENT?**

Click on the relevant box.

⑧ *A colleague has been involved in an incident. How can I help them?*

④ *I am worried I did something wrong.*

⑦ *The incident is being investigated. What will happen?*

⑤ *How should I talk to the woman and her family?*

⑥ *I don't feel competent to practice anymore.*

③

*I need to talk to
someone. What are
my options?*

Phase 3 - Evaluation

eBook resource trialled with midwives, nurses, doctors and allied health staff.

Key finding

SILENCE

Assumed that:

- Individuals blame themselves when there is a death or other incident
- Critical incidents are not to be talked about
- Showing emotion is a sign of weakness

Resource enabled health professionals to change their thinking and behaviour

- Come to work to provide best care possible
- Experiences of critical incidents are shared
- Showing emotion is normal

How are you supporting your colleagues in tough situations?

Accessible to all...

Health Professionals

Policies & Guidelines

Information and Referral Forms

Day Assessment Unit - DAU

Iron in Pregnancy

Induction of Labour

Quality and Safety

Annual Clinical Report

Education & Training

Critical Incident e-book

Auckland Regional Cervical Screening Project

Careers at NWH

Health Professionals » Critical Incident e-book

Critical Incidents - Support

Critical Incidents ebook is a support tool for health professionals providing information, stories and quotes to provide

Click the image below to view the e-book: <http://www.auckland.govt.nz/health-professionals/critical-incident-e-book>

Google Chrome or Mozilla Firefox for full access to the

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Or just search on Google 'Critical Incident eBook'



Thank you

I acknowledge the women and their families who are the most impacted by poor outcomes.

Thank you to:

- ❖ Health professionals who participated
- ❖ Management team who supported the study
- ❖ Colleagues and manager at AUT
- ❖ Supervisors:

Study completed as part of Doctorate of Health Sciences