



An Roinn Sláinte  
Department of Health

# The National Patient Safety Conference



## Communication for patient safety

The Printworks, Dublin Castle

October 17<sup>th</sup> – 18<sup>th</sup> 2018



# Day 1

17<sup>th</sup> October 2018

Time	Topic & Speakers		
Chair: Dr Tony Holohan, Chief Medical Officer, Department of Health			
9.15	Welcome		Dr Tony Holohan
9.30	Minister for Health & Launch of Emergency Medicine Early Warning System (EMEWS) (NCEC NCG No. 18)		Mr Simon Harris T.D.
10.00	Keynote 1 Prof René Amalberti: <i>The new challenges of Patient Safety</i>		
11.00 Coffee			
11.30	Concurrent: <b>Perspectives on communication for safety</b> Chair: Prof Karen Ryan, Chair NCEC	Workshop theme: <b>Communicating with the public</b>	Poster Facilitator: Ms Cora McCaughan
11.30	<b>Communication from a Regulatory Perspective</b> Dr Rita Doyle President, Irish Medical Council	<b>Communicating effectively by delivering a literacy friendly health service</b> Ms Helen Ryan, Policy Officer, National Adult Literacy Agency, Mr Lee Mitchell, Learner Ambassador from Greystones	<b>Poster Walk round 1</b>  <i>Communicating for and about Clinical Effectiveness</i>
12.00	<b>In Safe Hands? Maintaining the vital patient caregiver relationship when harm has occurred</b> Mrs Róisín Molloy, Patient advocate and campaigner for safer health care, Sláintecare Implementation Advisory Council Member		
12.30	<b>After Action Reviewing: supporting safety</b> Ms Cornelia Stuart, Office of Quality Risk and Safety, HSE QAVD, Ms Theresa Keane, Institute for Leadership RCSI & Ms Una Healy, St James's Hospital, Dublin		
13.00 Lunch			
Chair: Dr Kathleen MacLellan, Head of Social Care, Department of Health			
14.00	Keynote 2 Prof Dawn Stacey: <i>Supporting patients as partners in decision making: A Strategy to Improve Quality and Safety in Healthcare</i>		
15.00	Concurrent: <b>Communicating with Patients as Partners</b> Chair: Mr Ian Callanan, NCEC Clinical Audit Subgroup Chair	Workshop theme: <b>Communicating for and about Clinical Effectiveness</b>	Poster Facilitator: Ms Margaret Brennan
15.00	<b>Power balance in conversations between patients and doctors</b> Mr Peter Clarke, Patient Advocate	Workshop: <b>Using the GRADE Evidence Decision Framework (EtD) to make decisions</b> Dr. Sinéad O'Neill, Dr Barbara Clyne & Ms Michelle O'Neill, HRB-CICER, Dr Miriam Bell, HSE ONMSD	<b>Poster Walk round 2</b>  <i>Teaching and researching communication for patient safety</i>
15.30	<b>Listening and responding to what patients tell us about their experience of communication in Irish Hospitals: The National Healthcare Communication Initiative.</b> Prof Eva Doherty, RCSI & Ms Winifred Ryan, HSE HR		
16.00	<b>Stories for Patient Safety: hearing multiple perspectives</b> Ms Loretta Jenkins, Office of Quality Risk and Safety, HSE QAVD		
16.30	Roundup and close		Dr Philip Crowley, Director HSE QID

# Day 2

18<sup>th</sup> October 2018

Time	Topic & Speakers		
Chair: <b>Dr Colm Henry, HSE Chief Clinical Officer</b>			
9.30	<b>Keynote 3 Dr Helen Mackie: <i>Practising Realistic Medicine</i></b>		
10.30	<b>Coffee</b>		
11.00	Concurrent: <b>Communicating for and about Safety Surveillance</b> Chair: <b>Ms Brigid Doherty, Public Involvement Representative</b>	Workshop theme: <b>Communication Skills</b>	Poster Facilitator: <b>Ms Cornelia Stuart</b>
11.00	<b><i>Health Literacy and Chronic Disease Management - Evidence for Patient Safety and Patient Empowerment</i></b> Dr Laura Mackey, UCD	<b><i>Resolving communication challenges between health professionals</i></b> Prof Eva Doherty, RCSI	<b><u>Poster Walk round 3</u></b>  <i>Communicating for and about Safety Surveillance</i>
11.30	<b><i>Health Literacy in Ireland – implications for patient involvement and improved patient outcomes</i></b> Dr Sarah Gibney, Department of Health		
12.00	<b><i>Unlocking the Potential of Healthcare Complaints</i></b> Dr Paul O'Connor, NUI Galway & Ms Aoife Hilton, HSE QAVD		
12.30	<b>Lunch</b>		
Chair: <b>Mr Jim Breslin, Secretary-General, Department of Health</b>			
13.45	<b>Keynote 4 Laura Magahy: <i>Sláintecare: Citizen engagement</i></b>		
14.00	Concurrent: <b>Communicating for and about Clinical Effectiveness</b> Chair: <b>Dr Siobhan O'Halloran, Department of Health</b>	Workshop theme: <b>Communicating for and about regulation</b>	Poster Facilitator: <b>Mr JP Nolan</b>
14.00	<b><i>Healthcare Audit – evidence and learning on communication</i></b> Ms Cora McCaughan, HSE QAVD	<b><i>National Standards for Safer Better Healthcare: Enabling Self-Assessment Utilising the QA+I Tool</i></b> Ms Margaret Brennan & Mr Declan O'Keefe, HSE Acute Operations; Ms Tess Fogarty, Saolta University Healthcare Group	<b><u>Poster Walk round 4</u></b>  <i>Communicating with patients as partners in safety</i>
14.30	<b><i>Snapshots: perspectives on the importance of communication in implementation</i></b> <i>Theory:</i> Dr Aisling Sheehan, Centre for Effective Services <i>Research:</i> Prof Josephine Hegarty, UCC <i>Practice:</i> Ms Christina Lydon, Tallaght University Hospital & Ms Michelle Howard, Mallow General Hospital on behalf of the Pressure Ulcers to Zero (PUTZ) project, HSE		
15.10	Roundup, poster prizes and close		<b>Dr Vida Hamilton, National Clinical Advisor and Group Lead, HSE Acute Hospitals</b>

# Workshop Details

(Please register on the morning, numbers are restricted)

## 17 October at 11.30 – Poddle Room

### Communicating effectively by delivering a literacy friendly health service

#### Workshop Facilitators

Ms Helen Ryan, Mr Lee Mitchell

#### Learning outcomes

This workshop aims to introduce health literacy and health numeracy to participants. In the workshop participants will:

- Develop an understanding of a health literacy friendly service and how to promote and deliver it
- Explore practical strategies to communicate health messages more clearly
- Discuss, participate, and brainstorm other effective ways to communicate.

## 17 October at 15.00 – Poddle Room

### Using the GRADE Evidence to Decision Framework (EtD) to make decisions

#### Workshop Facilitators

Dr Sinéad O’Neill, Dr Barbara Clyne, Ms Michelle O’Neill, Dr Miriam Bell

#### Learning outcomes

To create guidelines, guideline developers must synthesise and assess evidence to make recommendations. The first part of the GRADE approach assesses the certainty of the evidence. The second part of the GRADE approach uses the evidence to decision framework (EtD) to incorporate the evidence in the decision-making process in a transparent and systematic way in order to create guideline recommendations. In this workshop we will focus on the second part of the GRADE approach, using the EtD where participants will:

- Learn about the key criteria that guideline developers should consider making recommendations when using the EtD including feasibility, equity and acceptability
- Be able to classify the ‘strength of a recommendation’
- Apply this knowledge during hands-on exercises using examples in an EtD framework.

## 18 October at 11.00 – Poddle Room

### Resolving communication challenges between health professionals

#### Workshop Facilitator

Dr Eva Doherty

#### Learning Outcomes

In this workshop the focus is to introduce participants to more effective communication during episodes of conflict. By the end of the workshop participants will:

- Understand and experience the individual styles of negotiation
- Be familiar with an international framework to use to obtain win-win outcomes
- Be familiar with common responses to conflict which contribute to a downward spiral of conflict
- Experience first-hand a communication technique which can be used to improve difficult conversations with colleagues.

## 18 October at 14.00 – Poddle Room

### National Standards for Safer Better Healthcare: Enabling Self-Assessment Utilising the QA+I Tool

#### Workshop Facilitators

Ms Margaret Brennan, Ms Tess Fogarty, Mr Declan O’Keeffe

#### Learning Outcomes

The ‘National Standards’ place the patient at the heart of healthcare.

They are aimed at protecting patients and improving services and will form the basis for future licensing of all healthcare facilities in Ireland.

This workshop will give attendees an understanding of how self-assessment is undertaken within Saolta University Healthcare Group, and how the QA+I Tool can be utilised as part of the self-assessment process for each hospital and hospital group against the National Standards. A particular focus on how to assess quality levels will be put on Open Disclosure (Standard 3.5).

# Keynote Speaker Biographies



## Professor René Amalberti, MD, PhD

After a residency in Psychiatry, René joined the French Airforce in 1977, became a flight surgeon, and got a permanent military research position in 1982 on complex systems. He retired in late 2007 with the rank of General. He pioneered in the mid 80's the concepts of error recovery, ecological safety, crew resource management, and integrated system safety. In 1992, he was detached from the military to Civil Aviation and became the first Chief of Human Factors and Flight Safety of the European Joint Aviation Authorities (JAA), then occupied a series of managerial positions in European and French safety research programs and administration (land transport, industrial and environmental risks). In the late 90's, he moved his research to patient safety. From 2008 to 2017, he worked as Patient Safety Advisor to the President of the Haute Autorité de Santé (HAS, French accreditation agency), and Medical Risk Director in a private insurance company. He is now semi-retired, remaining attached to the HAS as a consultant, and Volunteer Director of the Public foundation for a Safety Culture in Industry (FONCSI) in Toulouse. He has published over 150 international papers, chapters, and authored or co-authored 10 books.



## Professor Dawn Stacey, RN PhD

Dawn holds a Research Chair in Knowledge Translation to Patients and is a Professor in the School of Nursing at the University of Ottawa. She is a Senior Scientist and Scientific Director of the Patient Decision Aids Research Group at the Ottawa Hospital Research Institute. She was inducted as a member of the College of the Royal Society of Canada in recognition of her research. She leads the Cochrane Review of Patient Decision Aids, co-chairs of the Steering Committee for the International Patient Decision Aid Standards Collaboration (IPDAS), and collaborates on the Cochrane Review of Interventions to Improve the Adoption of Shared Decision Making. More specifically, her research program focuses on: a) patient decision aids; b) decision coaching; c) implementation of evidence into practice; d) telephone-based care, and e) interprofessional approaches to shared decision making. She has given over 100 invited national and international presentations. For more information visit her research program website <http://decisionaid.ohri.ca>.



## Dr Helen Mackie

Helen is the National Clinical Advisor for Realistic Medicine working within the Scottish Government's Chief Medical Officer's Directorate. She has been in this post since November 2017 as part of the Realistic Medicine Policy team. The aim of the team is to deliver on the CMO's vision that "by 2025 everyone who provides healthcare in Scotland will demonstrate their professionalism through the approaches, behaviours and attitudes of Realistic Medicine". Prior to this post Helen was the Chief of Medical Services at University Hospital Hairmyres, East Kilbride. In this role she led on patient safety, clinical governance, improvements in unscheduled care, medical training, hospital huddles, and staff wellbeing. Her clinical background is as a Gastroenterologist with interests in inflammatory bowel disease and nutrition.



## Laura Magahy

Laura Magahy is the Executive Director of the Sláintecare Programme Office in the Department of Health. She has led some of Ireland's most significant and transformational public-sector projects on behalf of government including the €1 billion urban renewal of Temple Bar and the Global Irish Forum initiative, Irish Design 2015.

She has led change management and physical development projects in healthcare and has a particular interest in population-based planning and citizen engagement. Laura is a Fellow and past President of the Institute of Directors and is one of Ireland's top Level A Project Directors. She is an honorary member of the Royal Institute of Architects in Ireland and has served on numerous public, private and PLC boards as Chairman, Non-Executive Director, and Executive Director.

Presentations will be available from:  
<https://health.gov.ie/national-patient-safety-office/conferences/>

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Live stream account:  
<https://livestream.com/accounts/285324/NPSC>

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