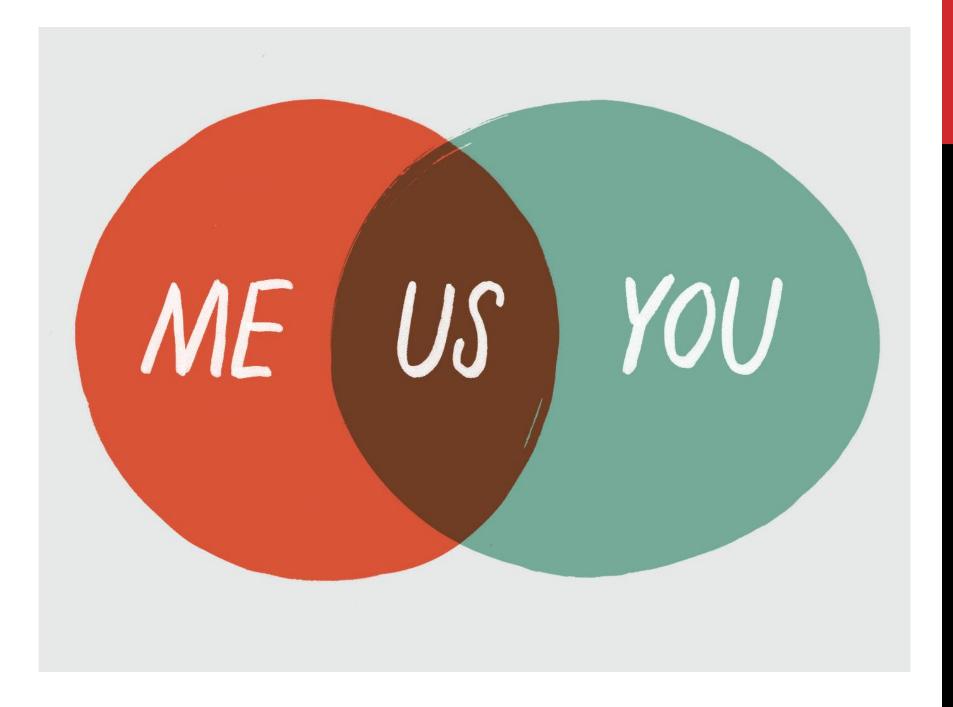
# COLLABORATING FOR LOCAL SOLUTIONS

<u>CON-</u> ("WITH") + <u>LABORO</u> ("WORK").

#### **GABRIEL SHANNON**

CLINICAL LEADER CLINICAL GOVERNANCE UNIT WNSWLHD, ORANGE HEALTH SERVICE



# **COLLABORATION**



# **RAJ BEHAL**





# **COLLABORATION**

- Respect
- o **Trust**
- o Listen
- o Present the data
- Avoid confrontation
- Communication
- "We" versus "I"

# KNIGHTS AND KNAVES







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# **IN SAFE HANDS PROJECT**

- Introduction of team based, patient centred care model
- Amalgamation of two wards and two nursing teams
- Change from team-based to ward-based medical staffing
- Change in physician rostering from day to week on-call
- Set ward round times seven days/week
- Listen to clinician concerns and take on board
- Provide data on current model
- Provide evidence of improved outcomes and staff and patient satisfaction with new model
- Provide evidence of workflow benefits to physicians

# **IN SAFE HANDS**

