

## Patient Safety Collaborative: Case Study 4

### Behaviour Change for Patient Safety

*“I thought the structure of the workshop was really good and the use of real, local examples clearly demonstrated how the techniques can have a positive effect in practice. The small table discussions on a regular basis allowed for sharing of thoughts and good ideas.”* (Head of Governance).

*“Excellent content, just what I need to start my project!”* (Doctor)

*“Presenters were very knowledgeable – likable.”* (Nurse)

#### Key points at a glance

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- Patient safety requires healthcare practitioners to adopt best practice, but interventions to support practitioners in the adoption of best practice do not consistently lead to change
- Evidence tells us that interventions based on theories of behaviour change are more effective
- One way to do this is to use the ‘Theoretical domains framework’ (Michie et al, 2005) to
  - assess barriers to best practice and
  - tailor implementation strategies according to barriers
- The AHSN Improvement Academy is supporting health care practitioners in adopting this strategy through
  - delivery of regional workshops
  - a behaviour change toolkit
  - support for healthcare practitioners in clinical practice.

#### Background Summary

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Behaviour change theory became accessible to both researchers and health care practitioners alike when a group of psychologists within the British Psychological Society developed the Theoretical Domains Framework. This has now been successfully used by researchers in collaboration with health care practitioners to facilitate the assessment of barriers to safe practice and to tailor implementation strategies according to these barriers.

#### Challenges identified and actions taken

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The Improvement Academy has developed a support package for healthcare practitioners. This has built on a successful programme of research using behaviour change theory to support the adoption of patient safety alerts using a stepped process (Taylor et al., 2014). Actions taken to achieve this:

- We have hosted five one day behaviour change workshops over the last two years. These have been delivered by experts who are researchers or health care practitioners with experience of using the techniques delivered. Delegates include patient safety leads, improvement specialists, doctors, nurses and managers.

- The ABC Behaviour Change Toolkit is an online, freely available post workshop resource that offers direction and example for every step of the behaviour change journey.
- We offer post workshop support through the provision of an Academic Improvement Fellow who supports the adoption of this approach for individual patient safety improvement projects.

### **Outcomes**

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- Over 250 delegates have now attended workshop and evaluation consistently demonstrates value and potential impact in practice.
- Demand for post-workshop support has been high. This ranges from a brief telephone call, email support and signposting of resources to supporting significant and sizable projects in practice.
- Examples of currently supported projects include supporting health care practitioners with hand hygiene behaviour, nurses with taking confused patients to the toilet to reduce the number of falls, and pharmacy technicians in accurate dispensing of medications in community pharmacies.

### **Plans for the future**

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- We will continue to deliver workshops and support clinician led patient safety projects.
- This work will be scaled-up to reach other AHSNs through a “train the trainer” package and associated resources.

### **Tips for adoption**

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- Workshop leaders, facilitators and speakers must be passionate about patient safety and best patient care, aiming not only to deliver information but also to enable and inspire.
- Ensure that behaviour change for patient safety projects are “owned” by those delivering the care, the health care practitioner.

### **Contact for further information**

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