

## Healthcare Risk Management Workshop

Wednesday 26<sup>th</sup> May 2010 - 09:30am – 15:00pm

Marsh Offices, 1 City Road East, Manchester

### Programme:

09.30 **Registration and coffee**

10.00 **Chairman's Introduction and Welcome**

*Dave Fleetwood, South Tyneside NHS Foundation Trust*

10:10 **An Overview of the NHSLA Risk Management Standards and What is Good Practice?**

*Kim Smith, Risk Management Assessor, DNV Healthcare UK*

An introduction and overview of NHSLA Risk Management Standards and the NHSLA assessment process. Kim will also discuss policy development and good practice, level 3 monitoring and explore how to engage staff.

10:50 **Coffee**

11:00 **Risk Management in the NHS – a Litigator's Perspective**

*Vanessa Splaine, Weightmans Solicitors*

Exploring the relationship between the litigation process and the various risk management initiatives within the NHS, focussing upon clinical governance and the way in which we can learn from mistakes and work to promote patient safety.

11:45 **What Am I Doing Here, Why Me?**

*Stuart Stevenson, Patients for Patient Safety Champion*

Stuart was being treated for stomach pains including stomach ulcers, colitis, and irritable bowel for 9 months. He collapsed and was taken into hospital where he was diagnosed with bowel cancer but it wasn't until the morning of his discharge, following 10 days in hospital, that Stuart was told that he had lost 80% of his bowel to cancer and that he would need chemotherapy.

Stuart is keen to share his experiences to help the NHS to learn from his story and move forward to deliver better care.

**Who's Next? Iain's Story**

*Iain Wordsworth, Patients for Patient Safety Champion*

Iain contracted MSSA and was hospitalized with septic arthritis and endocarditis. He was treated with six weeks of intravenous antibiotics, including the drug Gentamicin. Despite strict protocol governing its use Iain was given high dosages of the drug for more than double the maximum period allowed. A side-effect of this was constant nausea and dizziness, and when discharged he could not walk without falling over. Assured at the time that these symptoms would wear off, Iain could not have known that they were to be a permanent feature of his life from then on. Iain will tell you of how the NHS Trust involved denied any responsibility and the long battle he has endured to rebuild his life and to gain an admission of liability from the NHS Trust. Iain believes that to safeguard future patients there must be a more compassionate, sincere, open, and constructive way to deal with mistakes, irrespective of their cause or avoidability.

12:30 **Lunch**

13:15

**Business Continuity Management in the Healthcare Sector**

*Hugh Morris, Managing Consultant - Business Continuity Management, Marsh*

Business continuity management theory, Marsh's perception of the status of business continuity management within the NHS, and key considerations for business continuity management within the healthcare sector.

14:00

**Tools and Techniques for Preventing Human Error and Enhancing Human Reliability in Healthcare**

*Dr David Embrey, Managing Director, Human Reliability*

The NHS pays out about £400 million per year in settlement of clinical negligence claims, with a potential liability of around £2.4 billion for existing claims. A high proportion of these adverse events can be attributed to 'human error'. However, contrary to popular belief, human error is neither unpredictable nor inevitable. Work carried out over the past 30 years in safety critical industries such as oil and gas, aviation and nuclear power generation, has shown that the majority of errors arise from systemic causes that can be addressed by the organisation, rather than being due to individual human frailty or recklessness. This presentation will introduce the systems based approach to error management, and illustrate the use of these tools, using case studies from the patient safety domain.

14:45

**Tea**

15:00

**Summary & Close**

*Dave Fleetwood, South Tyneside NHS Foundation Trust*