Delivering Service Transformation

Great Ormond Street Hospital for Children NHS Trust

Royal Free Hampstead NHS Trust

Key messages

- Why is transformation needed?
- How can one transform the way we do things?
- Can we change the culture from blame to solution?
- Can we develop ways to ensure that the mother and baby are protected at all times?
- And will this mean staff are protected as well?

Bring benefit to the mother and baby

Every system is perfectly designed to get the results it gets

What do we need to do?

Safety
Effectiveness
Patient Centeredness
Timeliness
Equity
Efficiency

Safe Births

Everybody's business

An independent inquiry into the safety of maternity services in England

Conclusions and recommendations

King's Fund

Inspecting Informing Improving

Healthcare Commission

Towards better births

A review of maternity services in England

Service review

Maternity services should provide a fully integrated childbirth service responsive to the needs of mothers and their new-born babies.

- The stillbirth rate of 5.4 per 1,000 total births
- IMR has fallen from 6.1 per 1,000 live births in 1996 to 4.8 per 1,000 in 2006.
- Maternal deaths have remained relatively stable at just over 6 per 100,000 since the mid-1980s.
- 62,746 maternity-related incidents were reported from 1 June 2006 to 31 May 2007.
  - 66% caused no harm to mothers or babies;
  - 21 % caused low harm

Page last updated at 08:08 GMT, Wednesday, 15 April 2009 09:08 UK

E-mail this to a friend Printable version

Home births 'as safe as hospital'

The largest study of its kind has found that for low-risk women, giving birth at home is as safe as doing so in hospital with a midwife.

There have been few comprehensive studies into home births

Research from the Netherlands - which has a high rate of home births - found no difference in death rates of either mothers or babies in 530,000 births.

Home births have long been debated amid concerns about their safety.

UK obstetricians welcomed the study - published in the journal BJOG - but said it may not apply universally.

The number of mothers giving birth at home in the UK has been rising since it dipped to a low in 1988. Of all births in England and Wales in 2006, 2.7% took place at home, the most recent figures from the Office for National Statistics showed.

SEE ALSO
- Home birth to ward increases risk
  01 Apr 08 | Health
- Women 'unprepared for childbirth'
  14 Mar 08 | Health
- 'I had to pay for my home birth'
  03 Apr 07 | Health
- Maternity cuts 'a risk to care'
  08 Jan 07 | Health

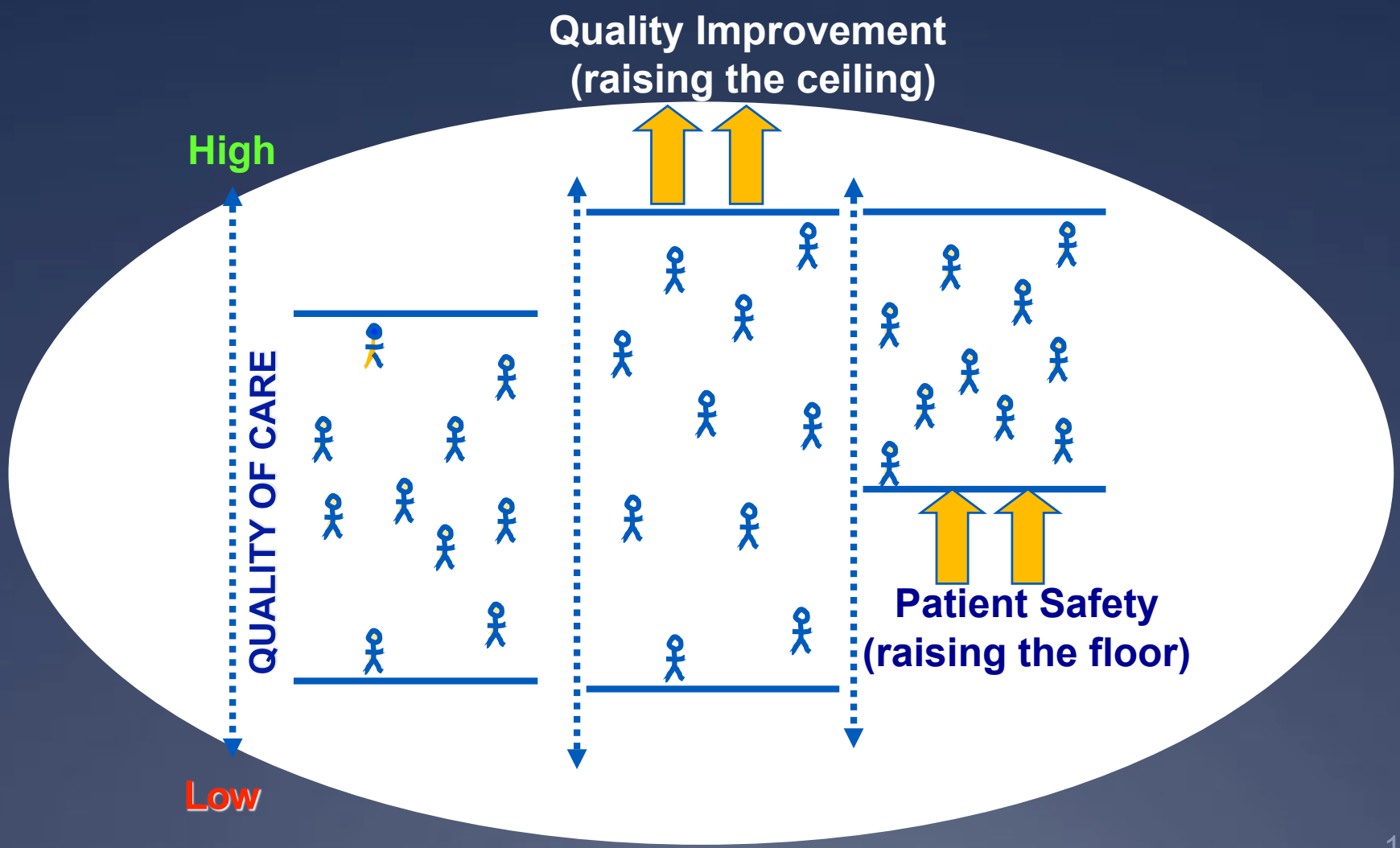
RELATED INTERNET LINKS
- BJOG
- Royal College of Midwives
- NCT

The BBC is not responsible for the content of external internet sites

TOP HEALTH STORIES
- vCJD carrier risk 'overestimated'

How do we transform?

1 Understand the challenge



Reference: Anne Matlow Toronto Sick Kids

2 Understand the culture

Culture is learned,
not biologically inherited

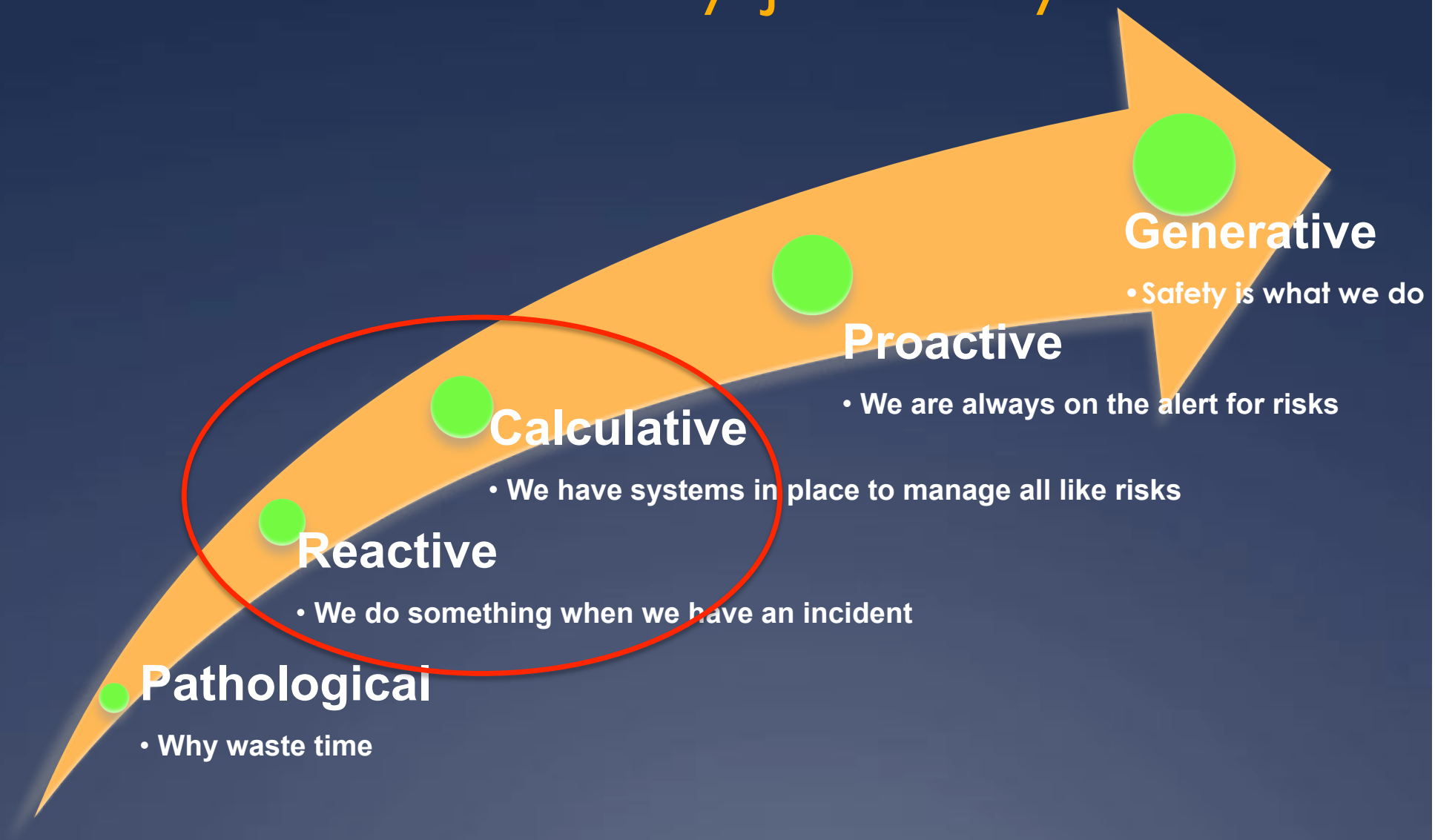
What we think

What we do

What we produce
= the outcomes

All based on our
mental processes, beliefs, knowledge, and values

The safety journey

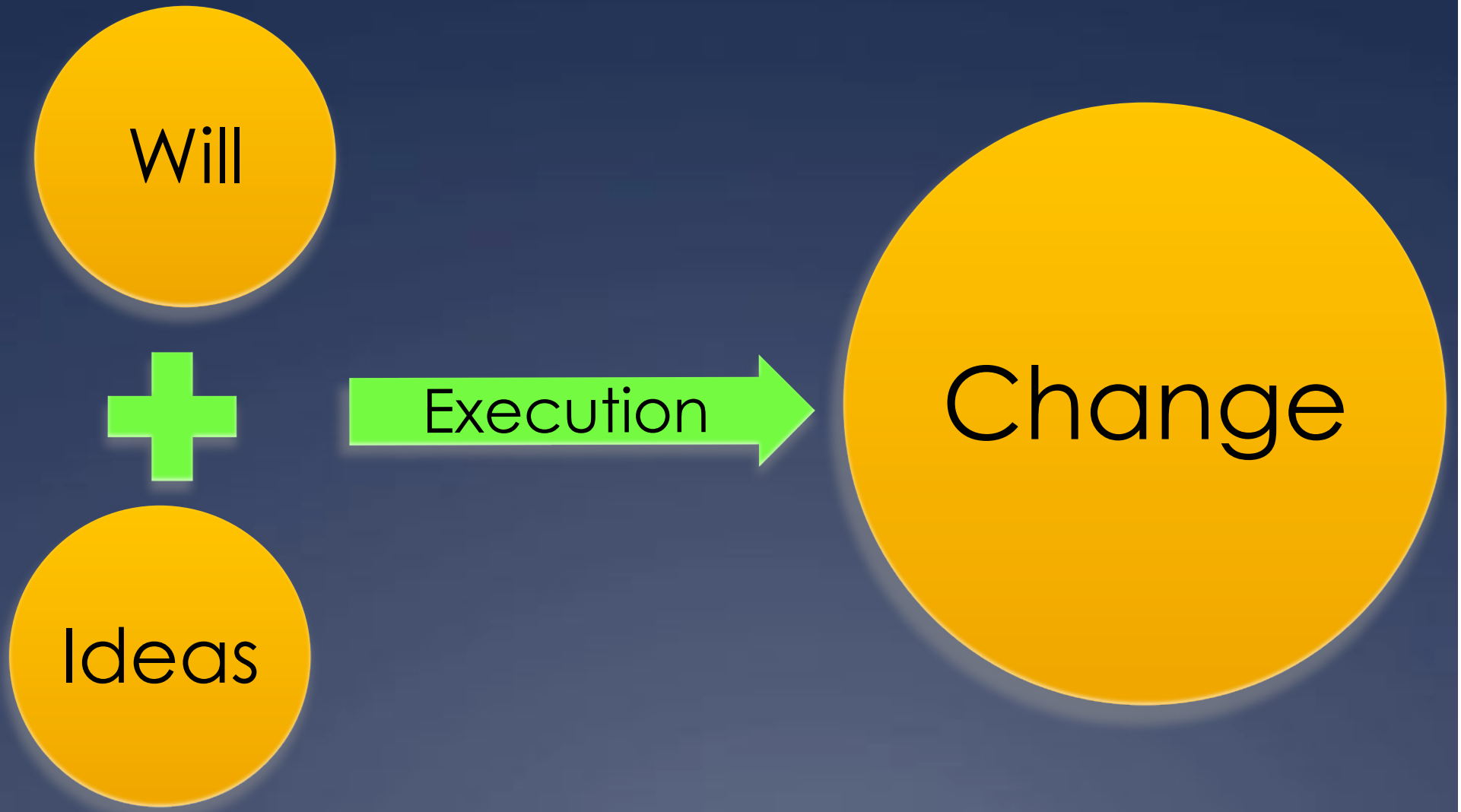


Reference MapSaf http://www.nrls.npsa.nhs.uk/resources/?entryid45=59796

3 Build the foundation for safer care

Leadership	**Safer team work**	**Training**
Staffing	**Guidance**	**Structure**

4 Have a change process

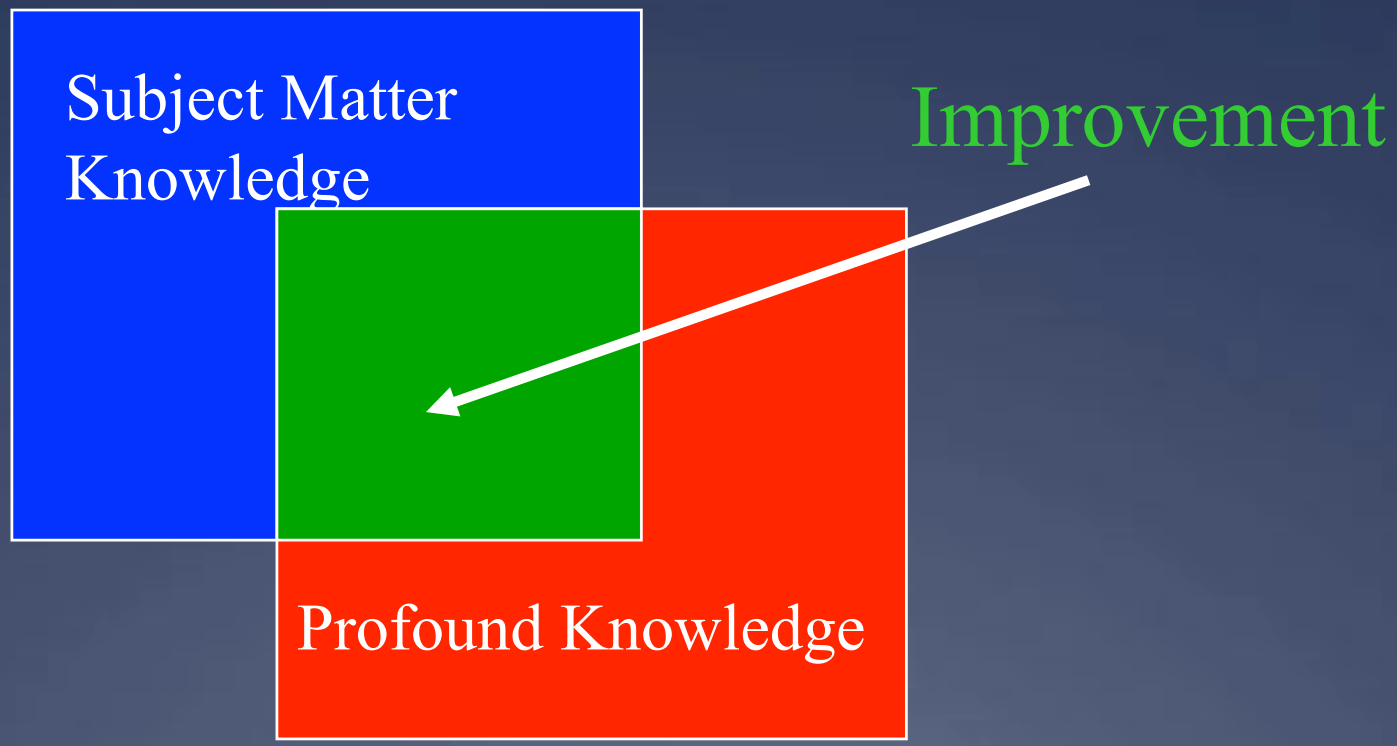


5 Understand the problem

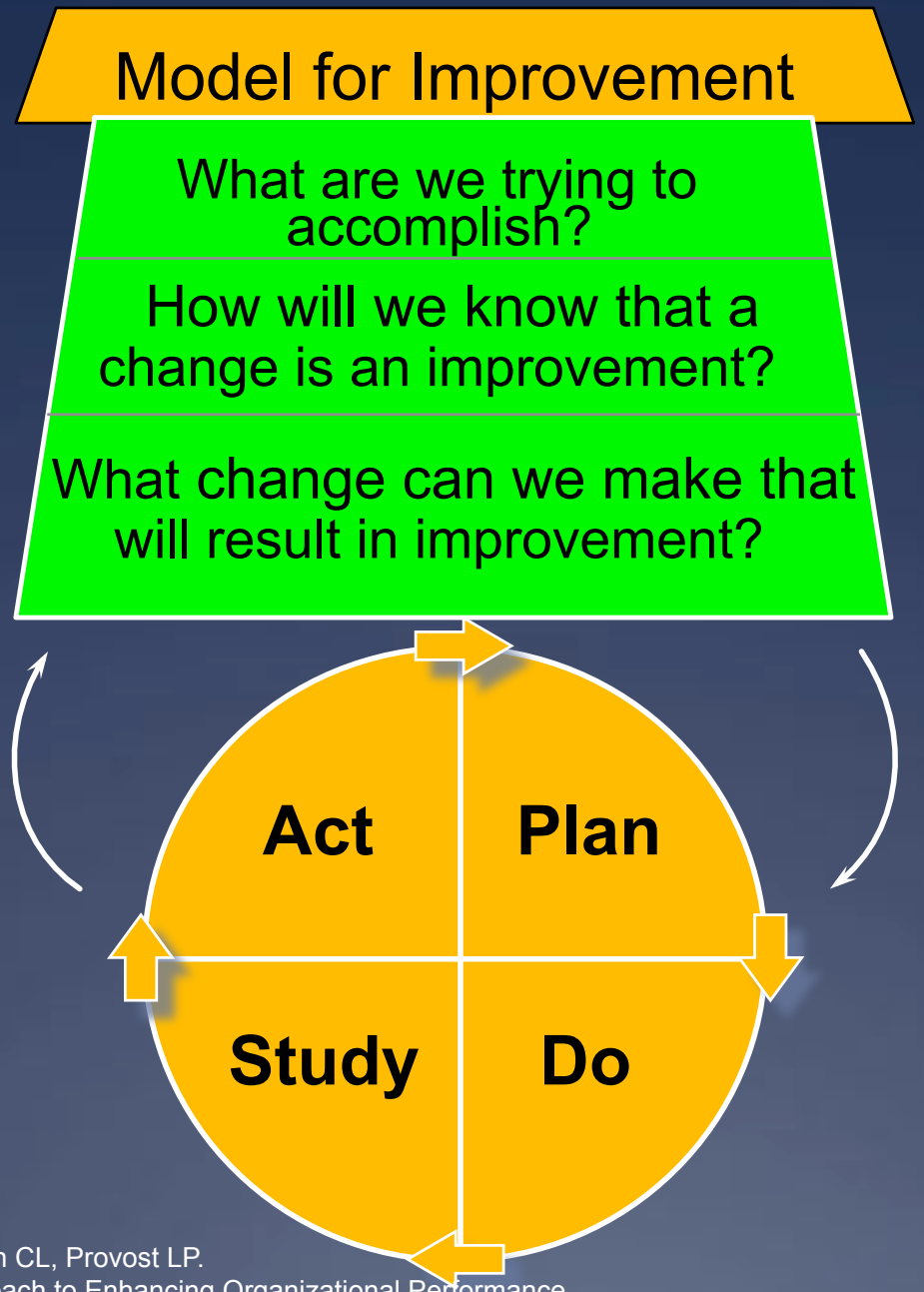
Standardise and eliminate artificial variation

6 Knowledge for Improvement

Learn to combine subject matter knowledge and profound knowledge in creative ways to develop effective changes for improvement.



7 Use improvement methodologies



Langley GL, Nolan KM, Nolan TW, Norman CL, Provost LP.
The Improvement Guide: A Practical Approach to Enhancing Organizational Performance.

8 Finalise the framework

1. **Reliable processes**
2. **Safety principles**
   - **Prevent - Detect – Mitigate**
   - **Understanding harm**
3. **Activated and prepared care teams**
4. **Activated and prepared mothers and families**
5. **Focus on mother and family being in control**

“Change will not come if we wait for some other person or some other time. We are the ones we've been waiting for. We are the change that we seek.”