



DON BERWICK



9 messages from his 2013 King's Fund Lecture

1

Mid-Staffs

Berwick argues convincingly that what happened at Stafford Hospital was not an isolated case of poor care and below par patient safety.

2

Data

It is noted in his presentation that the executives, board members and senior managers at Mid-Staffs had all the data they needed to understand there was a serious problem. Data was often ignored or 'explained away'.

3

Fear

Berwick points out that a major failing at Mid-Staffs was that key figures were frightened of information and data that identified problems and should have been used to make improvements.

4

Patients

Patients and relatives at Stafford Hospital identified failings. Take a look at the work of Julie Bailey and the 'Cure the NHS' group. Berwick argues healthcare teams must know what patients are saying about the service.

5

On-going

Berwick makes a simple recommendation during his lecture: all healthcare providers must constantly monitor quality and patient safety.

6

Speak Up

Staff need to be encouraged to speak up when they see a problem or failure. In turn, those staff who do speak up must be supported and protected, which did not happen at Stafford.

7

Learn

Berwick argues that 'culture trumps rules and standards'. The trick to better patient safety is to develop a culture that supports active learning from untoward incidents and failings.

8

Collaborate

Working in silos is dangerous. Berwick strongly argues that all NHS providers should be part of at least one wider collaborative. Sharing experiences, ideas and learning with others is vital.

9

Aspire

Berwick notes that to put in place all of his recommendations represents a huge challenge. However, this is achievable in the longer-term and he concludes by saying the NHS has the potential to become a global leader in patient safety.

Watch the lecture:

www.kingsfund.org.uk/audio-video/don-berwick-improving-safety-patients-england-highlights

