

# Harm Free Care In An Acute Setting

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## A three year journey

- Significant hospital acquired pressure ulcers of category 3, 4, and unstageable
- No focus on HFC
- Pandemic had exacerbated issues

## Absence of **harm** from



= Harmfreecare

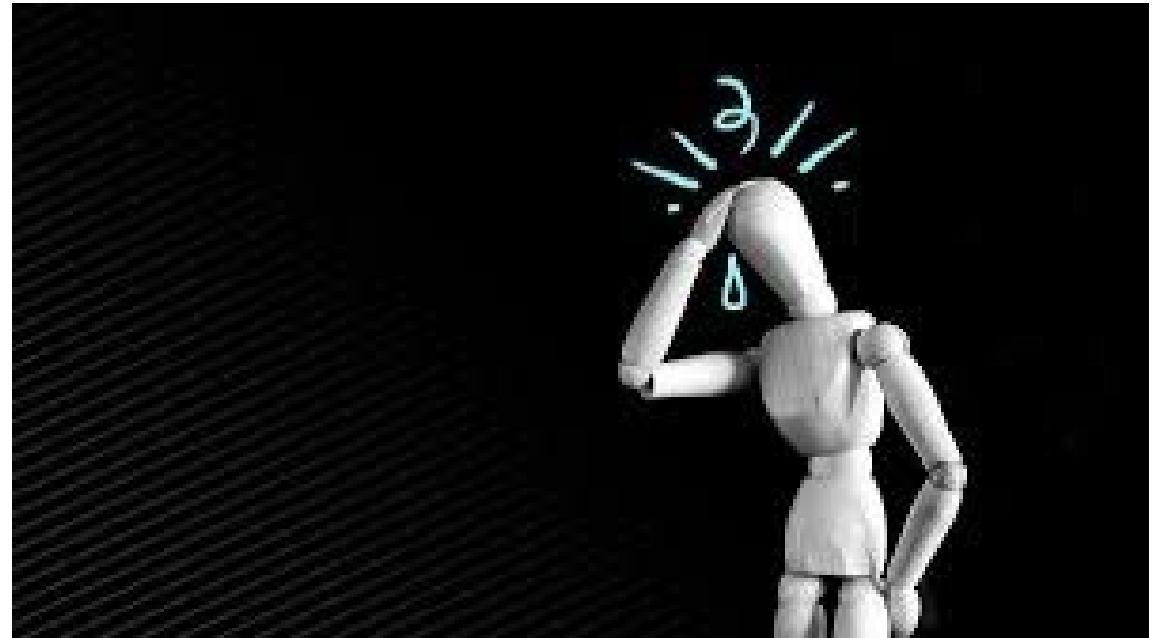


## Understanding the multi facted challenges

- ED over crowding
- Corridor Care
- Significant 12hr breaches
- Delayed ambulance handovers
- 13% RN vacancies across the organisation
- Bed occupancy over 100%

## A closer look

- Processes not robust
- Lack of training and development
- No evidence of learning from incidents
- Leadership oversight lacking



# All roads lead to leadership

- Frontline leadership key
- Staff engagement essential
- Clear defined processes essential
- Understanding accountability and responsibility fundamental
- One size does not fit all
- Elimination of silo working
- Quality Improvement
- Human Factors



# Can we really prevent patient harm?

- Sustainable change never happens with quick fixes
- Keeping the patient at the centre
- Each segment of the pathway needs to work together
- Frontline staff need to be at the table



Thank You