

Safewards Victoria

Implementation Plan

for Emergency Departments

Service:

Aim

To enhance consumer experiences of care and a safe environment for all through a reduction of conflict and containment by trialling the implementation of the Safewards model in the Emergency Department.

Objectives

The objectives of the trial implementation are to;

- train all staff that work in the Emergency Department on the Safewards model and interventions including, security, administration and volunteers
- implement the Safewards model and 10 Safewards interventions
- share data and lessons learned across the service and externally
- embed a sustained culture and practice change in relation to reducing restrictive interventions and dignified care in emergency departments

Scope

The implementation will maintain the integrity of the Safewards model in terms of its theoretical underpinnings, the interventions and methodology.

The importance of sharing the outcomes of the implementation, including the impact, effectiveness and benefits of the Safewards model, supporting the sustainability, and contributing to the broader evidence base for Safewards is acknowledged.

The interventions to be trialled in the Emergency Department setting are:

Clear Mutual Expectations	Know Each Other
Respectful Limits	Senior Safety Round (new)
Talk Through	Calming Methods
Positive Words	Reassurance
Delivering Bad News	Perception and Awareness

Implementation requirements

The implementation will require;

- establishment of a Safewards governance structure, including a working party
- completion of the implementation plan describing the implementation of Safewards
- ensuring staff have an opportunity to understand the Safewards model, including the rationale underpinning the model and how the chosen interventions relate to the model
- ensuring that understanding of the Safewards model is shared between the multidisciplinary team
- participating in project evaluation

Outcomes

Outcomes of the project include, but are not limited to;

- reduction in use of restrictive interventions, including seclusion and bodily restraint
- increased awareness and identification of strategies to address factors giving rise to conflict within units
- embedding sustained cultural and practice change within units in relation to restrictive interventions
- enhanced consumer experience and safer environment for all through the reduced frequency of conflict and containment events

Implementation planning

The following detail is provided to guide implementation planning for implementing Safewards.

Key Milestones

Milestone	Who is responsible	Date
Implementation project planning commence		
Leadership and Governance		
Staffing and Consumer representation		
Development of resources		
Train the trainer		
Training for staff		
Interventions		
Sustainability (planning and ongoing)		

Leadership and governance arrangements

Please briefly describe (up to 500 words) the governance arrangements for the introduction of Safewards at your service (per unit).

Eg.

Committee/working group set up?

Consumer participation?

Reporting structure?

To be noted at senior levels?

Diagram?

Formal meetings to be established?

Staffing requirements

Safewards training leads and champions

ie.

Who do you need in the team? Educators, influencers, executives?

Who can support the trial?

Consumer participation

Please briefly describe (up to 200 words) how consumers have been/will be involved in the implementation of Safewards at your service (per unit).

Eg.

Consumer trainer/s?

Consumer leads for at least some interventions?

Consumer participation in governance?

Involvement of Consumer Advisory Group/s?

Communicating changes to people currently using your service (consumers and carers)?

Resources to be developed

Briefly describe the Resources that will be required

Eg. Procedures, Brochures, fliers, postcards, marketing materials, intervention resources

Sustainability

Please consider and outline the following sustainability measures for your service. It can be helpful to consider these measures in terms of objective, action and who/when

Eg.

Human Resources

Project Flexibility

Financial Resources and Strategies

Project Evaluation

Project Champions

Managerial support and flexibility

Integration into the organisation

Linking to performance measures

Linking to education

Formalised meetings

Champion Handover

Please consider a champion handover process when champions are on leave/leave/secondment etc.

Evaluation

Please briefly describe how the success of the Safewards implementation will be determined

Risks and contingencies

Please briefly list up to four key risks associated with implementing Safewards at your Emergency Department and the contingency measures in place to address them

Performance measures

Please list the performance measures to be used by your service to monitor the success of your Safewards implementation

1.

2.

3.

4.

5.

Signatures

Executive Sponsor

Project Lead

Print name

Print name

Safewards preparation checklist

Tasks	Comments	Y/N
Preparation		
1. Goals have been set identifying what successful implementation of Safewards looks like at the service		
2. Internal criteria for measuring success have been established		
3. Appropriate staff have been selected to deliver the training		
4. Training delivery has been scheduled for all staff		
5. All staff have been communicated with about the implementation		
6. All staff have attended the Safewards training		
7. All staff are aware of who the lead is for each of the interventions		
8. A plan has been prepared to guide the practical implementation of each intervention		
9. Responsibility for each implementation action has been allocated to somebody		
10. A process is in place to provide ongoing review of the Safewards implementations		
11. A process is in place for champions to handover portfolio		
12. Formalised Safewards meetings/huddles have been scheduled		
Clear mutual expectations		
1. Leaflets for patients about the meeting have been prepared		
2. Suitable days and times for this meeting have been identified		
3. A log book for the meeting has been obtained		
4. Champions for this intervention have been appointed		
Delivering Bad news		
1. A system for highlighting/considering potential/actual bad news at shift handovers has been identified		
2. Champions for this intervention have been appointed		
Respectful limits		
1. A location for displaying Soft Word posters has been established		
2. Champions for this intervention have been appointed		
Reassurance		
1. A system for highlighting events that require reassurance to the patient community at shift handovers has been identified		
2. Champions for this intervention have been appointed		
Positive words		
1. A system for reminding staff to do this at shift handovers has been identified		
2. Copies of the positive words handout have been printed for all staff		
3. Champions for this intervention have been appointed		
Calming methods		
1. A list of contents for the box has been drawn up		

2. Infection control process in place for the calming box		
3. The contents of the box have been agreed with the staff who will use it		
4. A location for the sensory items has been agreed		
5. Budgeting for items has been arranged -how will items be replaced if necessary? -has the process for brokerage of funds been considered? -how will the calming box items be increased over time?		
6. Champions for this intervention have been appointed		
Senior safety round		
1. Staff for the safety round have been identified		
2. A log of the round has been established		
3. Champions for this intervention have been appointed		
Know each other		
1. A good quality, robust method for displaying has been established		
2. Sheets for collecting information about staff and patients are available		
3. Champions for this intervention have been appointed		
Talk through		
1. Copies of <i>Staying open, friendly and positive</i> have been printed for all staff		
2. A place for hanging the talk through poster has been identified		
3. Champions for this intervention have been appointed		
Perception and awareness		
1. Formalised huddles have been scheduled		
2. Champions for this intervention have been appointed		