

# ThinkSAFE

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## Supporting patients and healthcare staff to improve patient safety

### Background to ThinkSAFE

Approximately 10% of hospital patients are harmed by the care they receive, leading to many approaches to improving safety, including an international emphasis on patient involvement. There is growing evidence to show that patients and families have an important role to play in improving patient safety but research has suggested that getting patients and families involved isn't as easy as it sounds. There are currently few interventions that involve patient, carers, relatives and healthcare professionals which promote patient engagement to improve patient safety and there is also limited evidence of the use of theory and robust evaluations. This major gap has been addressed by the work of the Institute of Health and Society at Newcastle University.

Within a previous programme of research funded by the National Institute for Health Research (2010 – 2013) the project group at Newcastle University developed ThinkSAFE, a user-informed approach to supporting patient and family involvement in improving in-patient safety. To engender a collaborative approach to improving patient safety, concerns of both staff and service-users are addressed by the ThinkSAFE intervention. Staff training and support encourages them to foster patient and family engagement, patient and family support encourages them to communicate potential error directly to healthcare staff.

There are four inter-related components which make up 'ThinkSAFE':

- A patient Safety Video that demonstrates a range of things that patients and families can do to reduce a patients risk of experiencing harm
- A patient held Healthcare Logbook, containing tools to facilitate patient/staff interactions and the sharing of information
- 'Talk – Time' :a dedicated time to discuss queries and concerns with staff
- A theory and evidence based educational training session for staff

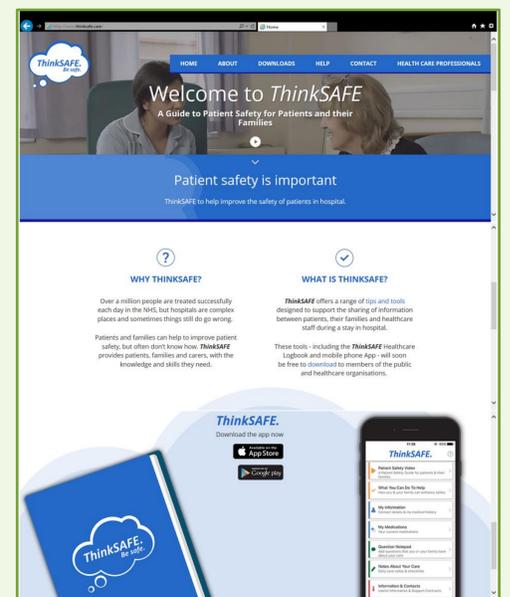
### Implementation project for ThinkSAFE

The project is funded by NENC AHSN Patient Safety Collaborative to develop an implementation package for ThinkSAFE over 12 months (February 2015 – January 2016).

**Aim:** To develop a package to support and promote dissemination and implementation of ThinkSAFE across the North East AHSN region and beyond.

**Objectives:**

- To support the implementation of ThinkSAFE within five Acute Trusts across the northern region
- To develop an implementation toolkit and promotional materials
- To develop a mobile application version of the ThinkSAFE logbook
- To make ThinkSAFE materials freely available to NHS Trusts and patients through a dedicated website beyond the 12 months of this project [www.Thinksafe.care](http://www.Thinksafe.care)
- To establish dissemination and promotional processes



### The potential impact of ThinkSAFE on improving patient safety

Recent pilot work has shown that the ThinkSAFE approach is acceptable and feasible, that it can improve patient safety and positively influence both patient and staff interactional behaviours. The underlying concepts of the approach are generic, making it adaptable to local context and varying needs of patients. ThinkSAFE has the potential to support a fundamental shift in the way patients and staff work together, to deliver improved patient experience and safety across whole organisations.

**Five NHS Hospitals are taking part in this project to implement ThinkSAFE across different patient pathways identified by each Hospital Trust.**

5 NHS Hospital Trusts				
The Newcastle upon Tyne Hospitals NHS Foundation Trust	Northumbria Healthcare NHS Foundation Trust	Gateshead Health NHS Foundation Trust	City Hospital Sunderland NHS Foundation Trust	South Tees NHS Foundation Trust

ThinkSAFE approach will be implemented for 3 months during August to October 2015

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