

# LEADERSHIP WALKAROUNDS

## INFORMATION FOR STAFF

### What is a Leadership WalkAround?

A Leadership WalkAround is a commitment by the senior executive of an organisation to meet and talk to staff working at the point of care, on a regular basis, specifically focusing on issues affecting patient safety.

### Purpose

Leadership WalkArounds give clinical unit staff a forum to speak with the senior executive and provide them with information around the day-to-day issues that affect patient safety.

In return, the executive will act promptly to the safety concerns raised by staff and provide an action list with timelines for those concerns that are not addressed straight away.

It is not an opportunity for blame but the opportunity to focus on system issues that affect how you care for your patients.

### Benefits of Leadership WalkArounds

- They demonstrate the commitment to safety from a whole-of-organisation perspective
- The WalkArounds enhance relationships and communication between executives and staff working at the point of care
- There is an increased responsiveness to the safety concerns of unit level staff
- They promote rapid testing of safety-based improvements

### Acknowledgement

The Clinical Excellence Commission acknowledges:

- South Eastern Sydney Local Health District Patient Safety Program
- National Health Service (UK) Tayside
- Institute for Healthcare Improvement, USA

### Frequently Asked Questions

**Are the Leadership WalkArounds just for doctors and nurses to attend?**

**No.** It is a way for all members of the patient care team, including Allied Health and Ancillary Service staff, to meet and discuss patient safety issues with senior executive staff in an informal way.

**Can we report and highlight other issues besides patient safety in the Leadership WalkArounds?**

**No.** Focusing solely on safety during these rounds is a more successful strategy for promoting and creating a culture of safety than digressing to other topics such as budgets and patient satisfaction.

**Will the Leadership WalkArounds only occur when the executive team have time?**

**No.** Senior leaders have committed to conducting WalkArounds every week, for a minimum of one year, with no cancellations.

*(Circumstances may demand postponement from an originally scheduled date, but the WalkArounds will still occur within the scheduled week).*

For further information, tools & support please contact:  
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