

LEADERSHIP WALKAROUNDS

CONVERSATION GUIDE FOR EXECUTIVES

To help prepare unit staff, provide a copy of the conversation guide at least 48 hours prior to the scheduled Leadership WalkAround. Keep the conversation focused on safety concerns and achievements only.

Date: DD MM YY	Ward/Unit:	Start time: HH MM	<input type="checkbox"/> Started on time
Executive Lead:		Scribe:	
Executive members in attendance:			
Name		Position	
What's working well when keeping patients and staff safe? e.g. How do you keep patients safe in your environment?			
Can you think of any events in the past few days that have resulted in prolonged hospitalisation or harm for a patient? <input type="checkbox"/> No / N/A			
<i>Examples: HACs such as fall or pressure injury; Miscommunications; Delayed or poor discharge planning</i>			
<input type="checkbox"/> Issue 1		<input type="checkbox"/> Issue 2	
<input type="checkbox"/> Issue 3		<input type="checkbox"/> Issue 4	
What's not going well? What keeps you awake at night concerning patient care and safety?			
<i>Examples: During transitions of care (to another ward, another hospital, the community, home); Team communication; Lack of clear management plans for at risk patients; Informatics (hybrid system, electronic medical records and paper charts)</i>			
<input type="checkbox"/> Issue 1		<input type="checkbox"/> Issue 2	

<input type="checkbox"/> Issue 3	<input type="checkbox"/> Issue 4
----------------------------------	----------------------------------

Have there been any near-misses that almost caused patient harm but didn't? No / N/A
Examples: incorrect orders by doctors or others caught by nurses or other staff; mis-programming a pump but alert gave warning

<input type="checkbox"/> Incident 1	<input type="checkbox"/> Incident 2
-------------------------------------	-------------------------------------

Is there anything the senior leadership could do to prevent the next adverse event or make the work you do safer for patients?
Examples: What information would be helpful to you? Consider alterations in the interaction between clinicians; Consider teamwork; Consider environment and workflow

No / N/A
 Information required

Are there any individuals we should be recognising and rewarding? No / N/A
Examples: A staff member who received a special compliment from a patient/carer(s); Research or project completion

Response:

Other comments:

Thank the staff for their time and commit to providing a summary and action list within 5 working days. Let staff know how they access the action list, such as on the intranet, data display boards or regular newsletter.

WalkAround end time: The WalkAround ended on a positive note

The team members were engaged in the WalkAround and participated appropriately. Note any issues.

Suggestions for improvement:

Scribe signature:

Date: