

Volume 15, 27 May 2015

Publisher: Uopen Journals

URL: <http://www.ijic.org>

Cite this as: Int J Integr Care 2015; Annual Conf Suppl; [URN:NBN:NL:UI:10-1-117073](https://nbn-resolving.org/urn:nbn:nl:ui:10-1-117073)

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Poster Abstract

Engagement Matters– Maternity Services

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Abstract

Developing a Whole Systems Approach to Maternity Care.

NHS Tayside Maternity Services are committed developing a culture that enables people to thrive, flourish and ensure high quality person centered care .In 2013 an integrated whole systems plan for Improvement in Maternity Care was developed by the multi-disciplinary team, to redesign service delivery and develop safe, effective and reliable systems.

Building effective relationships, valuing our employee's commitment, potential, creativity and capability to make the difference between ensuring the consistent delivery of quality improvements in patient care and the failure of quality care.

The Whole system Approach has 5 key Elements

1. A focus on Developing and emerging leaders is crucial .Evidence demonstrates that leadership style and philosophy is most likely to deliver large scale change.
- 2.Developing an Organisational Development programme incorporating a suite of collaborative interventions including Courageous Conversations and Compassionate Connections workshops..Interventions planned using baseline data from the national staff experience project in which views were gained from all levels from senior management to front line staff
3. Developing an effective and capable workforce .An example would be developing a Midwifery Skills Passport for all midwives.
4. Improving the multidisciplinary team approach to safe and reliable care.
- 5.Developing effective evaluation and learning from Women and Staff Experience

Outcomes:

- Cultural development which can provide learning for NHS Tayside to implement in other specialities.
- Leadership which promotes a just and fair culture embraces change
- Improvements in staff experience and engagements which have a positive direct impact on person centred care and experience.
- Decrease sickness absence rate
- Decrease adverse outcomes rate
- Reduction in complaints regarding staff attitude and behaviours

- Patient Safety focus resulting in increase reporting and learning
 - Increased understanding of risk management system and its performance including production of annual report and themes
 - Maximise Uptake in staff education and development
- Future Work – This work will continue to improve outcomes and build effective working relationship ensuring reliable safe service for all women and their families.

Keywords

employee engagement; leadership; workforce development; Multi-disciplinary team working

PowerPoint presentation

<http://integratedcarefoundation.org/resource/icic15-presentations>