

Outcome

Primary Drivers

Secondary Drivers

Zero violence
Outcome Measures:
Days between incidents
Riddors
Process measures:
PICU referrals
Length of stay
Reporting
Balancing Measures:
Staff Stress
Patient satisfaction

Environment

- Food
- Temperature
- Noise
- Overcrowding

Teamwork

- Leadership
- Communication – SBARD
- Proactive engagement
- De-brief and support
- Daily task and risk handover

Individual Patient

- Waiting
- Admission process
- Meaningful activities
- Intoxification

Recognition of Deterioration

- Communication of Deterioration
- MDT response to Deterioration
- Standardised Predictive tool
- Risk assessment

Response to Incident

- Reporting
- Learning
- MDT response