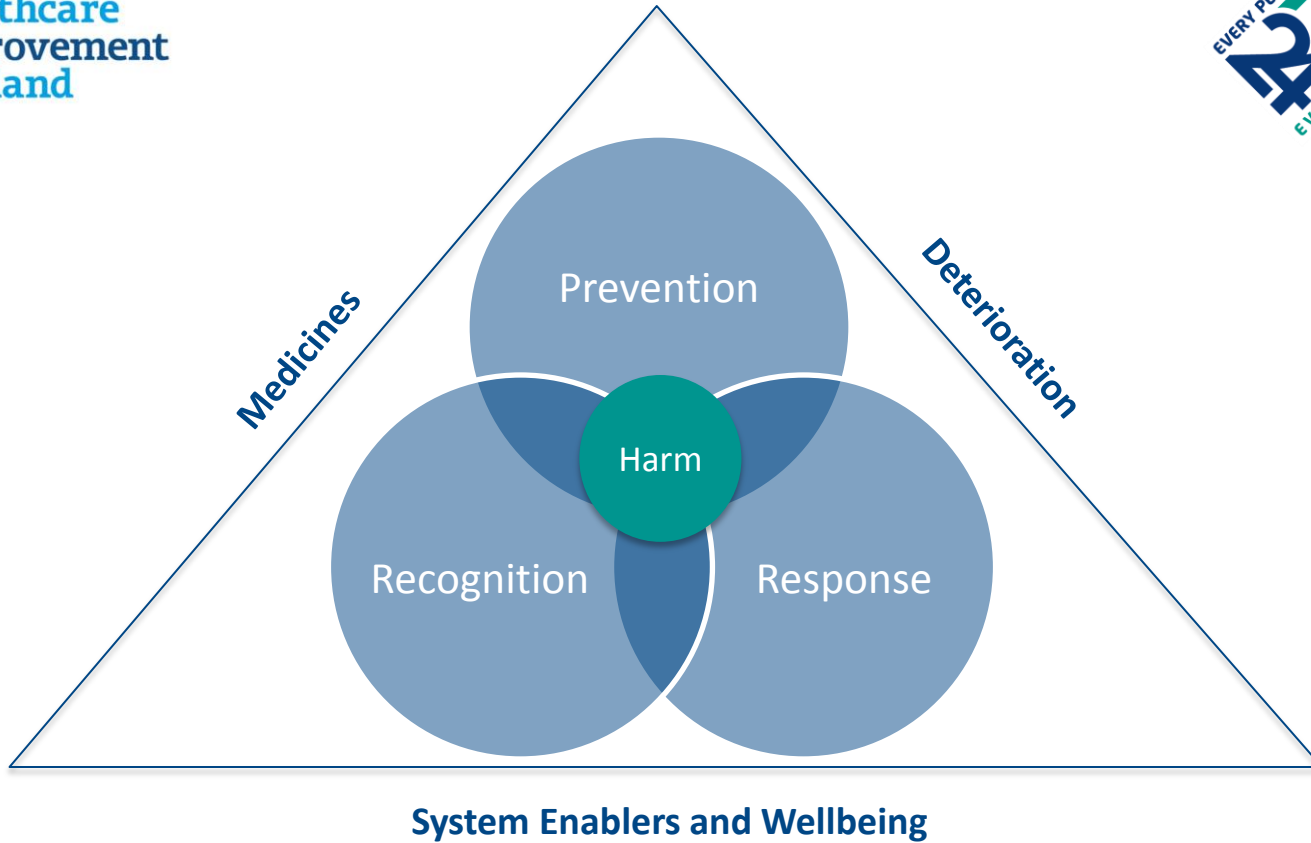
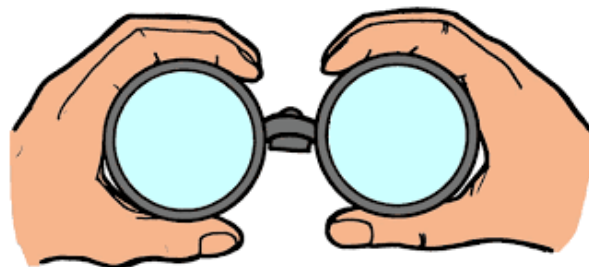


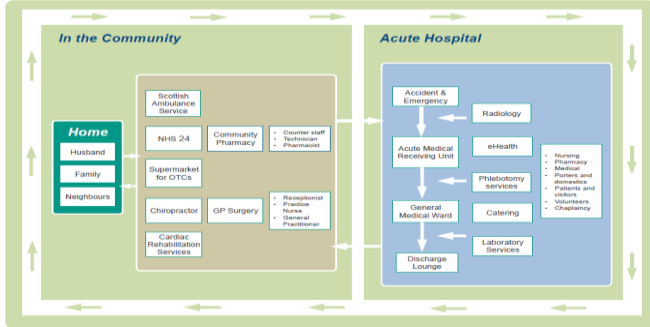
Systems Thinking
Jo Matthews,
Head of Safety in
Healthcare

@spsp_mh #spspiop



Systems Thinking





- The cause of harm is rarely where it presents
- Prioritise:
 - Impact (user or services)
 - How often the harm occurs
- Where within the system are potential causes of harm?
- What changes can we make?
- Think whole system impact

H
A
R
M



Impact of Leadership



“The most important practical lesson
that can be given nurses is to teach
them what to **observe**”

Florence Nightingale