

Theme | Learning From Incidents

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REASON WHY?

Current data management processes both within the Corporate Learning from Deaths team and within the Divisions do not easily facilitate the accurate collation of relevant data needed to operationally manage cases through the Learning from Deaths process as well as inform reporting both within the Divisions and up through governance forums to the Board of Directors.



The aim is to streamline the data source and improve reporting compliancy to Board by the end of March 2023 as evidenced by:

- MTG workbook
- SJR tracker
- Master divisional list of SJRs

PLAN

The plan was to develop a Structured Judgement Review (SJR) tracker in order to provide accurate information and a record of Mortality Triangulation Group (MTG) outcomes. This would mean that the team could easily collate the appropriate data and therefore handover accurate information to the divisions which would allow them to manage the number of SJR's required at divisional level. This also means that reports to Trust Board and then into the Public Domain would be accurate and correct.

DO

The SJR tracker was created by the Learning From Deaths team and took the form of an excel spreadsheet. The Team also took responsibility for updating the tracker on a weekly basis. There were three versions of the tracker before the team settled on a final version.

During the process of creating the tracker a need for a master divisional list was identified and therefore the team also created this in partnership with the divisions.

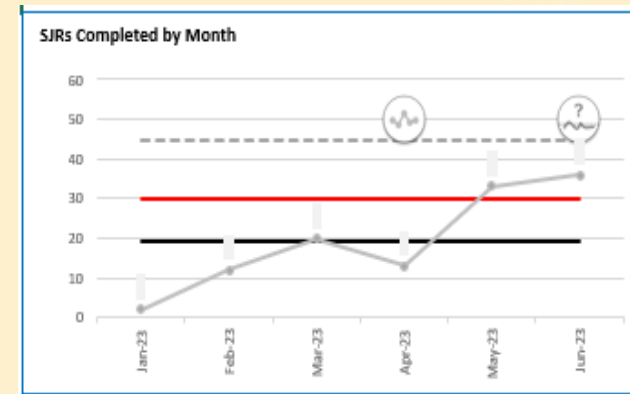
STUDY

The SJR tracker went through three PDSA cycles to ensure consistency and that the correct data was entered. The PDSA cycles allowed the team to identify problems with the tracker and resolve any issues. The team settled on version 3 and now work to the same standard to populate the spreadsheet.

The tracker also identified the need for a divisional list which in turn helped the divisions identify which SJRS needed to be completed. This reduced the amount of errors from **32** in March 2023 to **none** in April and June 2023.

Report time reduced from **4 hours +** a month (4 hours in time plus a number of hours checking data) to **one hour** a month. The team also report that it feels much easier to collate and produce the report.

Overall the number of SJRs being completed has increased.



ACT

The SJR tracker and master divisional list will be **ADOPTED** as part of the new data management process for the Learning from Deaths reviews and is now considered work as normal.

The team have just recruited more reviewers and also have agreed to facilitate masterclass sessions on how to complete an SJR.