

Greenstone Family Clinic Manurewa

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Safety in Practice-Safety Climate Survey



Safety Climate Survey- What??

Online questionnaire

- Report
 - Your practice and baseline
 - Divided in to 5 areas
 - Communication, workload, leadership, teamwork, safety systems and learning



Safety Climate Survey – How?? Who?

- Survey Monkey quick questionnaire
 - Logged one computer on and over one practice meeting and a lunchtime asked staff to complete
 - 16/19 staff completed

5000 patients

9 part time doctors, 1 NP, 4 nurses, 5 non-clinical

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Patient Survey Report

- Communication *
- Workload
- Leadership
- Teamwork
- Safe Systems and learning *

Compared with "baseline"









Leadership and Workload – Why?? A Focus for Improvement

- Managing non-patient contact work
- Roles and responsibilities
- Ownership and feeling valued

"chronic inbox fatigue"

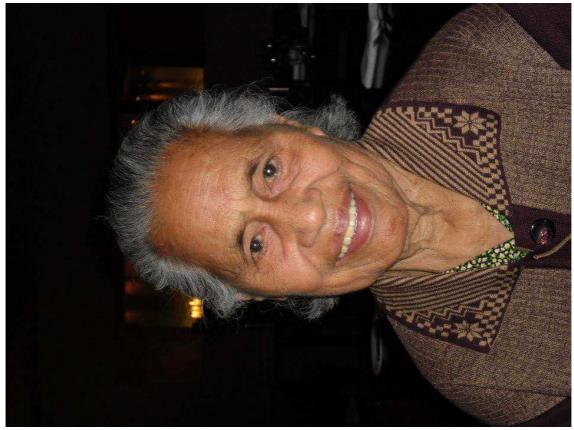
"recall stress disorder"



Areas of Excellence- Why?? ... Are we so Good









Team work, communication, safe systems and learnings

- Team culture with champions
- Culture of learning and improvement
- Every door is the right door- always someone to ask
- Passion People Community Quality
- All wash dishes







Outcomes

- Process and system changes including short term "quick fixes" and medium/long term change
- "Greenstone Family Clinic is an innovation hub that advocates for and promotes equity for the population (enrolled and beyond); respectful of our team who are valued and add value"



Questions and comments

Thanks