

# Halifax 5 Rapporteur Report

Theme: Information

W. Ward Flemons  
Calgary Health Region

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## Information

Is there an issue?

- YES → Sharing / FLOW (Communication)

- Diagnosis (Issues)
- Therapy (Solutions)



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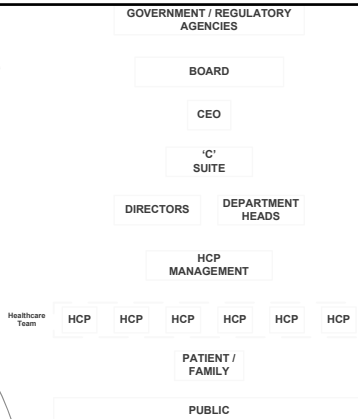
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## What's the Context?



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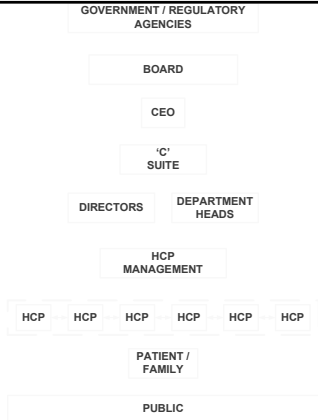
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# Healthcare Provider Teams




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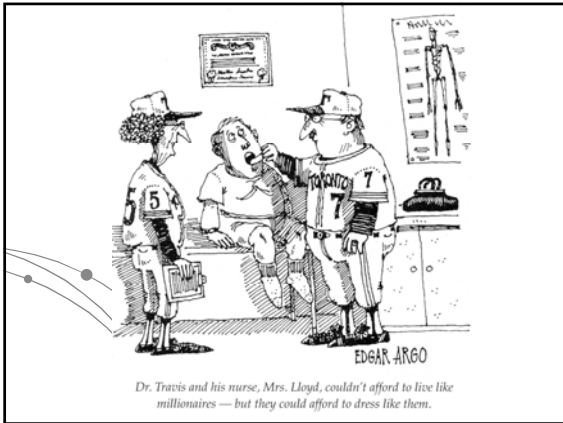
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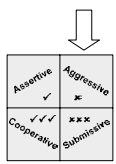
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# Healthcare Provider Teams

- Team Communication
  - Wrong Styles
  - Steep Authority Gradients
  - No Assertiveness
  - 'Sloppy'
  - Indirect (Residents / Nurses / Attendings)
  - Undefined Handovers




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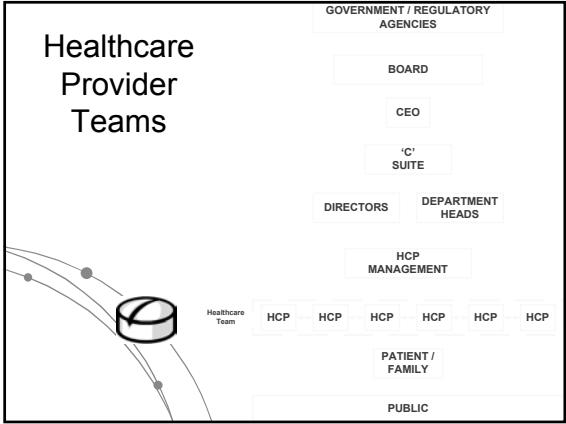
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# Healthcare Provider Teams

- Team Communication
  - Right Styles
  - Shallow Authority Gradients
  - Graded Assertiveness Language
  - Defined Standards (e.g. phonetic alphabet)
  - More Direct
  - Defined Handovers
  - Tools e.g. SBAR

Assertive	Aggressive
✓	*
Cooperative	Submissive
✓✓✓	xxx

• EDUCATION  
• STANDARDS / POLICY

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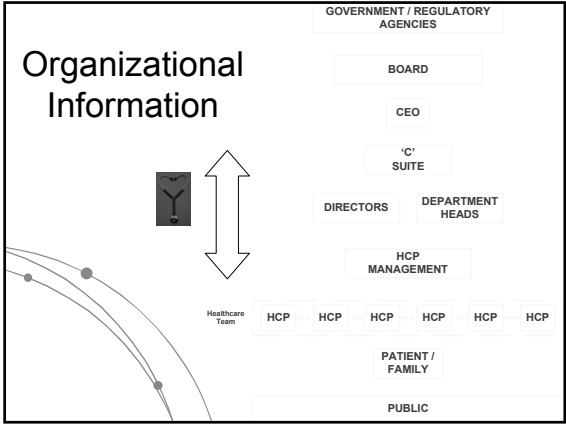
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### Organizational Information

- Culture → LEADERSHIP
  - Pressure to Blame
  - Individual Professional Autonomy / Sub-cultures
  - Denial
- VASA Effect (Intention)
- Pathological
  - Suppression
  - Encapsulation
- Investigative Bias (No Info vs Biased Info)
- Incident Reporting System
  - Ticky Boxes
  - No Follow-up or Supervisor Follow-up




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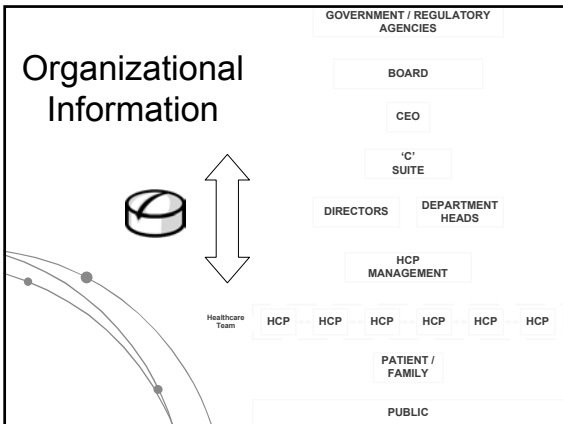
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## Organizational Information

- LEADERSHIP → Culture
  - Move towards the Generative Model
  - Policies (e.g. Just & Trusting / Reporting)
  - Supporting all the Victims of Tragedies
  - Using information for 'Creative Tension'
    - Stories are important → Forget them at your peril
- Reporting System with the Right Model & Focus (Hazards not Errors)
- Closing the Loop
- 'Packaging' the Information Correctly

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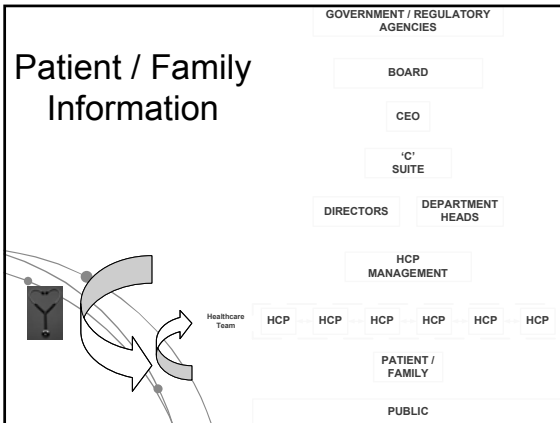
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## Patient / Family Information



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## Patient/ Family Information



- Culture → LEADERSHIP
- Misunderstanding of What Patients & Families are looking for / need
- Fear of Difficult Conversations
  - Peers
  - Media
  - Legal

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## Patient / Family Information

GOVERNMENT / REGULATORY AGENCIES

BOARD

CEO

'C' SUITE

DIRECTORS

DEPARTMENT HEADS

HCP MANAGEMENT

Healthcare Team

HCP

HCP

HCP

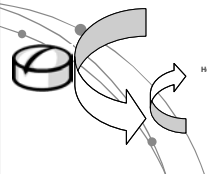
HCP

HCP

HCP

PATIENT / FAMILY

PUBLIC



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## Patient/ Family Information



- LEADERSHIP → Culture
  - Policies
    - Disclosure
    - 'Nothing about me without me'
  - Patient Family Councils
- Legal Counsel has 'a' vote not 'the' vote
- Patients / Families can escalate concerns (easily)
- Education

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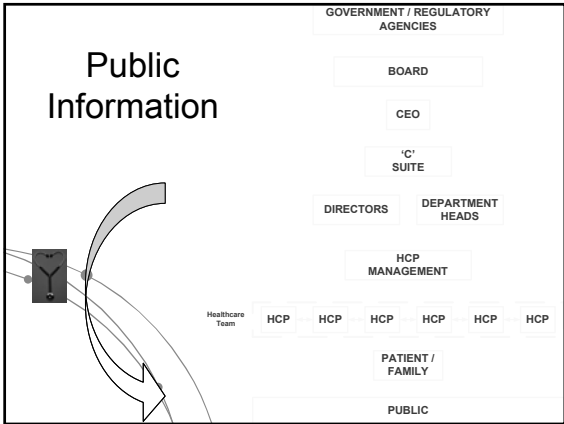
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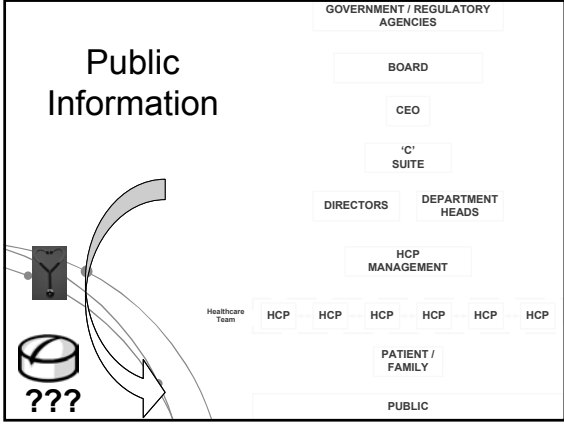
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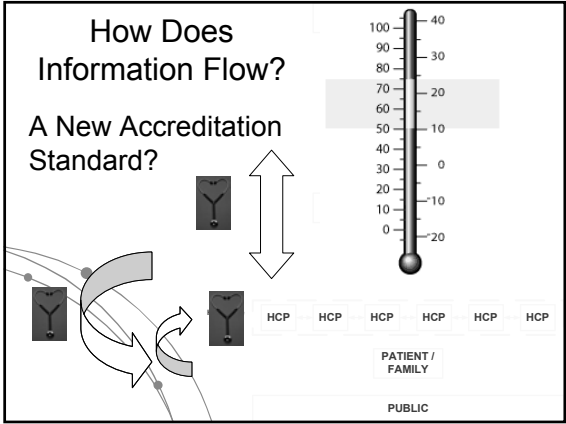
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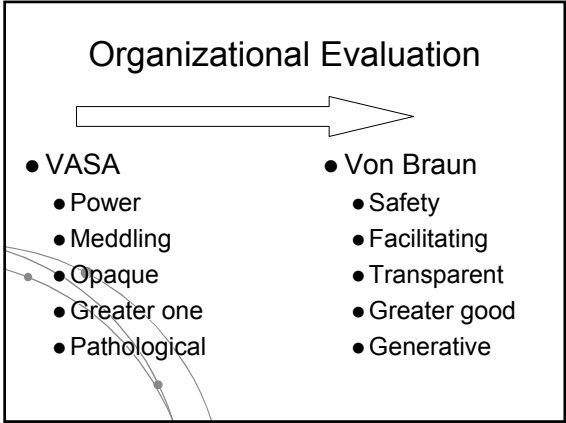
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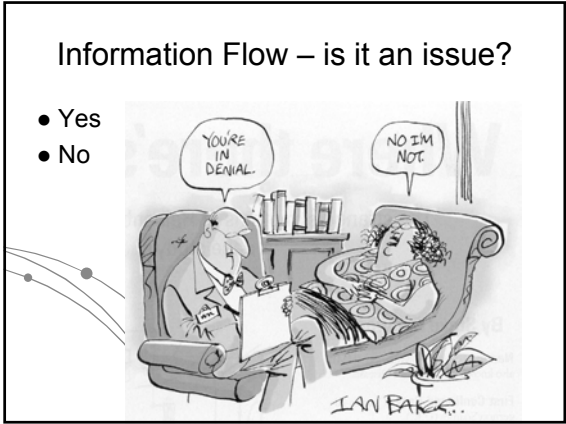
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