IMPROVING OUR WORKPLACE

Critical care is a challenging environment to work in, however there are things that help reduce the emotional impact of the work. The following are ideas for your teams.

Increase civility

We know rudeness increases clinical error. Although we can all become stressed in this environment we should beware of creating a permissive environment for rudeness to thrive. Look at the Civility Saves Lives campaign.

Learning

Encourage learning through excellence and try creating protected learning time.

It's important to manage a mistake through 'what went wrong?' not 'who went wrong?'

For more information: Look at the Just Culture campaign.
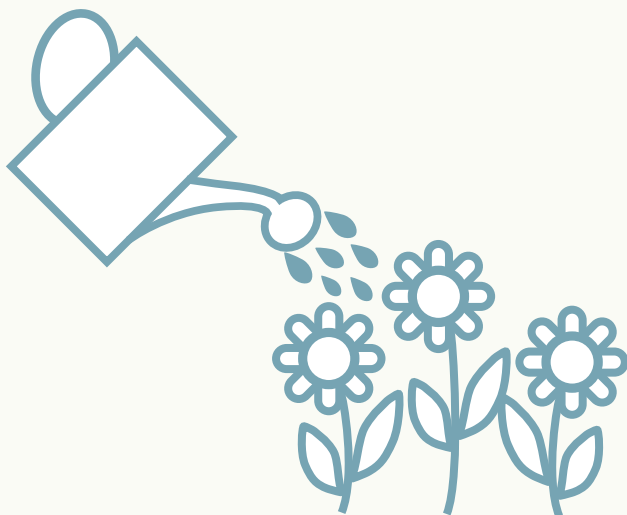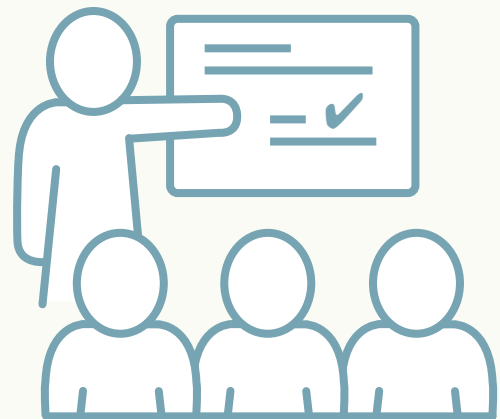
Developing leaders

A good leader has developed strong sense of emotional intelligence and self-awareness. Encourage new leaders to engage in leadership development to include coaching and 360° appraisals.

Have you noticed changes in your team?
Why not have a conversation?
Don't be afraid to ask, 'are you ok?'

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