

International Forum on Quality and Safety in Healthcare Curated Experience Day
Great Ormond Street Hospital NHS Foundation Trust, London
10th April 2024
"Managing complexity - Working together"

GOSH is an international centre of excellence in paediatric healthcare. Since its formation in 1852, the hospital has been dedicated to providing world-class healthcare to children and young people with complex health needs and finding new and better ways of treating childhood illnesses.

The day will begin with introductory and plenary sessions where attendees will be given an overview of the healthcare system and GOSH's specific work, highlighting how multidisciplinary teams provide high quality, safe healthcare to children and young people with complex health needs.

Attendees will then divide into smaller groups for specific break-out sessions tailored to reflect the complexity of the patients in our care and the ways in which teams are developed and supported in delivering this care.

During these sessions attendees will meet frontline staff, leaders in safety and quality improvement and engage in discussions about some of the projects that are currently in progress.

The day will conclude with a reflective session where attendees will come back together to share their experiences and reflect on how they can apply the lessons learned in their work.

Workshop Outline

Introduction

- Welcome and opening remarks.
- Overview of the day's objectives and agenda.
- Lecture on the importance of quality and safety in the management of children and young people with complex healthcare needs.

Plenary Session

This session will focus on the successful management of a highly complex paediatric case with the focus on planning, anticipating challenges and working within a large multi-disciplinary team to support the child and their family.

Breakout Sessions

1. Quality Improvement in Paediatric Care

Case studies and group discussions on improving quality in paediatric care using Quality Improvement methodologies.

2. Management of the Complex Child

Teams will describe their experiences of highly specialised paediatric care, reflecting the challenges faced by teams at GOSH in managing children and infants with rare, complex conditions.

3. Patient Safety

Discussions reflecting the issues and approaches to managing patient safety within paediatrics including the experience of working with children and young people to better understand the impact of patient safety events. We will share ways in which children and young people have directed and supported our patient safety and quality improvement work.

4. Simulation Based Education- Interprofessional Collaboration and Teamwork

Showcasing the applications of Simulation Based Education at GOSH.

- 'Difficult conversation' simulation
- Safety Systems integration
- Bespoke and innovative solutions to prepare for clinical scenarios.
- Virtual Reality in healthcare education

Closing Remarks

- Summary of breakout sessions and key takeaways
- Networking session and opportunity for further discussion