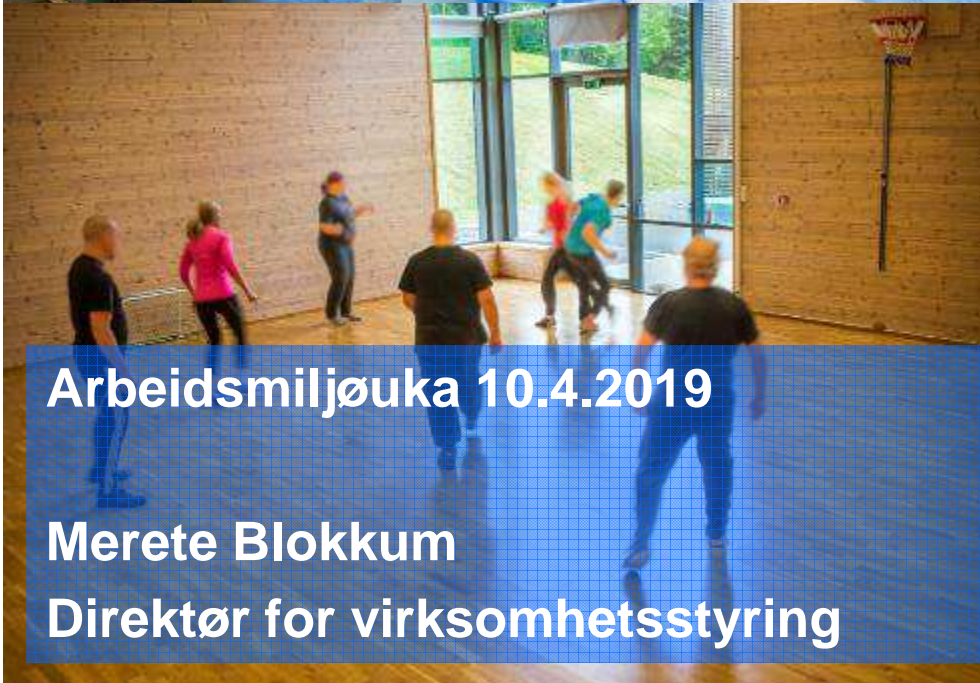


# Fremragende behandling

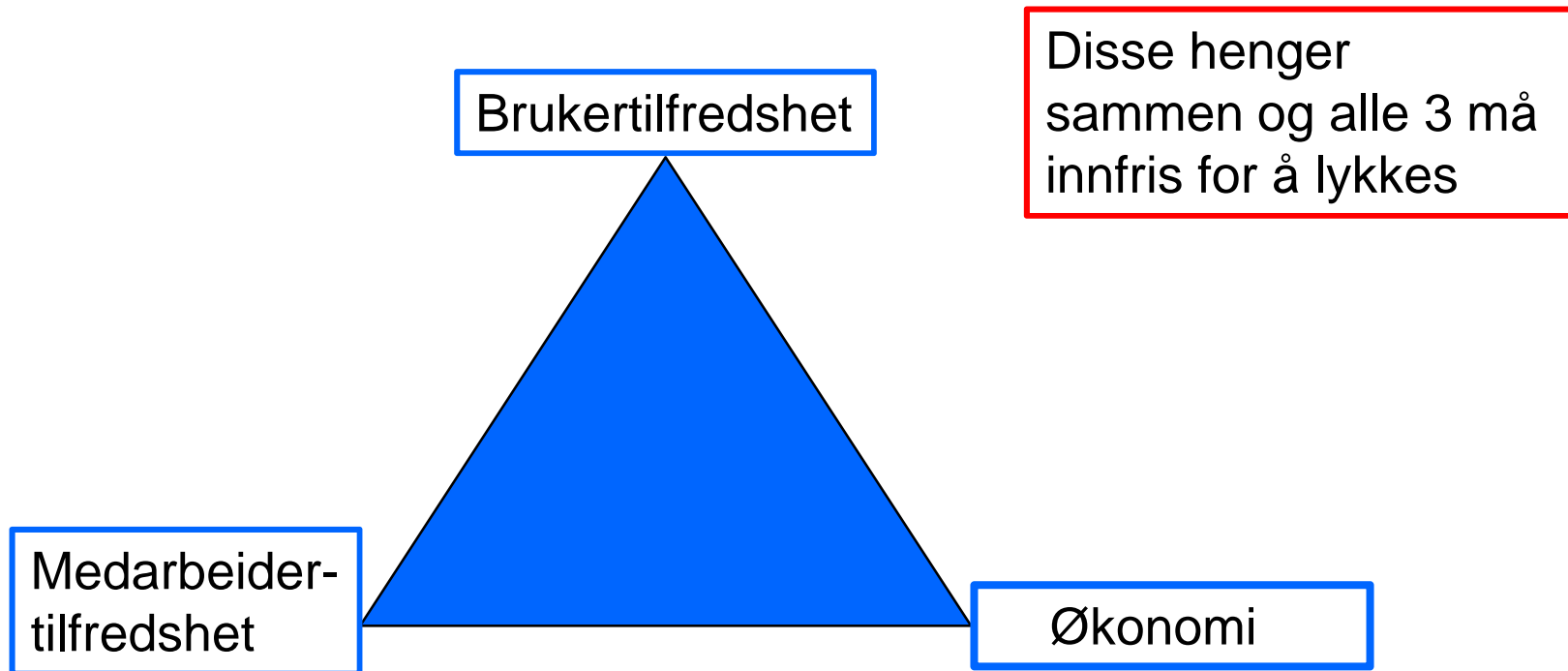


Arbeidsmiljøuka 10.4.2019

Merete Blokkum

Direktør for virksomhetsstyring

# En sunn og bærekraftig organisasjon







Søk kunnskapssenteret.no



Nytt om pasientsikkerhet

## Personellets trivsel kan påvirke pasientsikkerheten

[Forsiden](#) > [Nyheter](#)



Stor gjennomgang av studier som har kartlagt faktorer som tilfredshet (wellbeing) og emosjonell utmattelse (burnout) opp mot feilfrekvens (selvrapporterte feil i en gitt tidsperiode)



RESEARCH ARTICLE

### Healthcare Staff Wellbeing, Burnout, and Patient Safety: A Systematic Review

Louise H. Hall<sup>1,2\*</sup>, Judith Johnson<sup>1,2</sup>, Ian Watt<sup>3</sup>, Anastasia Tsipa<sup>1,4</sup>, Daryl B. O'Connor<sup>1</sup>  
1 School of Psychology, University of Leeds, Leeds, West Yorkshire, England, 2 Yorkshire Quality and Safety Research Group, Bradford Institute for Health Research, Bradford, West Yorkshire, England, 3 Department of Health Sciences, University of York, York, North Yorkshire, England, 4 Leeds City Council, Leeds, West Yorkshire, England  
\* [L.H.Hall13@leeds.ac.uk](mailto:L.H.Hall13@leeds.ac.uk)

Abstract



After years of intensive analysis, Google discovers that the key to high performing, teams that deliver change is  
**Psychological safety**



Project Aristotle: <http://qz.com/625870/after-years-of-intensive-analysis-google-discovers-the-key-to-good-teamwork-is-being-nice/>

# 10 Things FAB TEAMS DO! They...

1. Create a shared VISION of the future, and move towards it together.



2. Challenge the status quo together, so noone has to face scary change alone



3. Sign up to...



(Change is built on a commitment to a different future, not performance management).

4. Value and embrace difference and healthy conflict.



5. Help everyone in the team to feel safe and innovate.



6. Communicate →

TALK! (Don't rely on email)



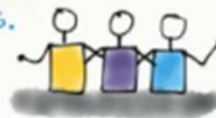
7. Are KIND to each other.

Get to know each other as people - care about the little things (like tea + cake!)



8. Think the best of each other - so when something goes wrong you don't blame other people's incompetence.

10. Are Highly productive - the sum is greater than its parts.



9. Achieve Win-Win for all team members



No 'winners and losers'!

@HorizonsNHS

#Quality2017



**“It is not the strongest of the  
species that survive,  
Nor the most intelligent  
It is the one that is most  
adaptable”**

Charles Darwin

