

# Analysing Engagement with the Surrey Crisis Resource Management (SCReaM) through Process Mapping

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## Context

Human factors are known to be a major proportion of adverse events. SCReaM is a safety initiative aimed at improving team performance and increasing patient safety, and its focus is on Crew Resource Management (CRM) and Human Factor (HF) teaching for staff. Prompt cards were created to decrease cognitive load and distribute tasks. The Reader of the Cards (ROC) was created to diminish the cognitive loads and loss of situational awareness in emergencies.

## Problem

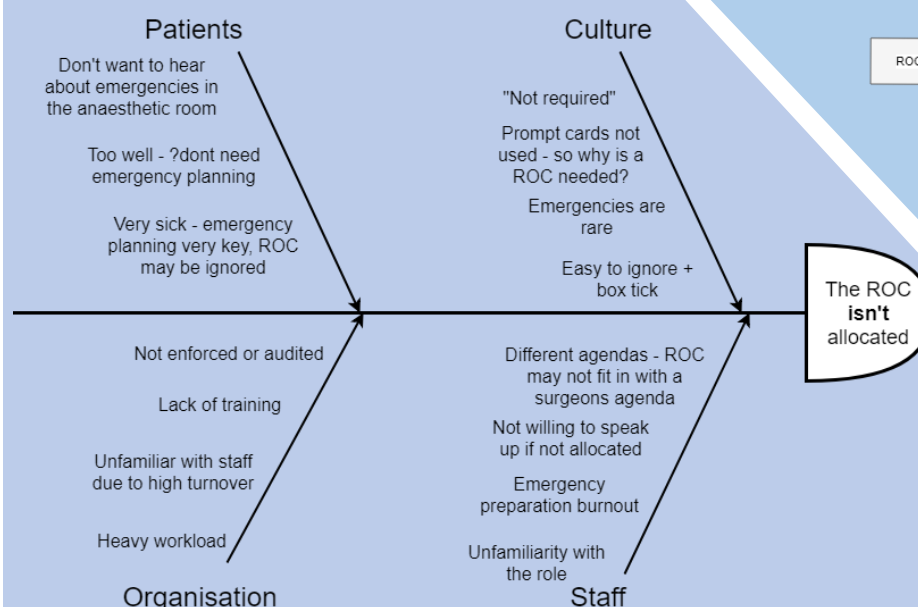
Despite being a component of the WHO checklist, the Reader of the Cards was rarely allocated, and the Prompt Cards were rarely used. This was in spite of the Prompt cards being available in every theatre, and a general consensus that they were a useful resource.

## Assessment of the Problem

We interviewed theatre staff to determine why people weren't engaging with the process. Staff stated:

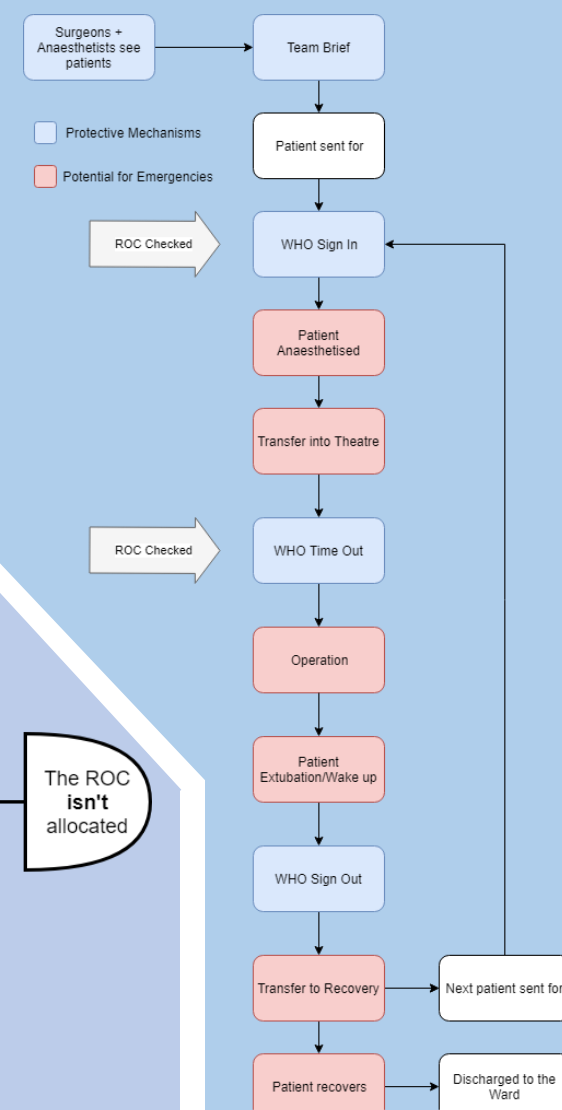
- "ROC would need to help scrub side [so aren't able to help theatres]"
- "What is a ROC?"
- "Some of the cards aren't applicable, if you can't run a cardiac arrest you shouldn't be here"

## Fishbone Analysis



## Process Mapping

Having reviewed reasons for variable engagement amongst staff, we went back to map the patient journey through theatre, to analyse how we challenge specific behaviour to increase engagement



## Change Ideas

We instigated our CRM training to further assess and improve engagement in the SCReaM project, and included Champions to encourage use of the ROC allocation in theatres. We also challenged cultural barriers across the MDT during CRM training. We are currently utilising our process mapping to investigate possible change in remove process barriers; this includes:

- Re-structuring prompt cards, to facilitate use in an emergency
- Re-assessing prompt card locations
- Methods of disseminating information of the term "ROC" and its role

## Measurement of Improvement

Measurement of engagement is still elusive, as our current measures demonstrate boxes have been ticked. Engagement with SCReaM CRM and HF training has been positive however, with full courses. Once change has been implemented to Prompt cards to facilitate their use, we will capture data through small frequent random sampling of their use in theatres.

## Lessons Learnt

With large projects which incorporate many different factors, taking a step back to assess the initial process, problem and barriers to change can be useful. This then allows greater creativity in finding solutions. Changing culture to embrace the use of the Prompt Cards and identification of the ROC is difficult, despite checks being present