

**National Retrieval Advisory Group
Clinical Governance 'Deep Dive' Incident Reviews**

1. Status – Public**2. Action Requested**

To update NRG on the implementation of 'Deep Dives'. Note information in paper.

3. Background

The ODT Clinical Governance Team manage incidents from across the organ donation and transplantation pathway and a number of these relate to NORS mobilisation or retrieval incidents. The usual way incidents are investigated is to contact those involved to gain details and then focus on what can be learnt and how practice can be improved.

On review it was felt that for some specific incidents we were not identifying beneficial learning, there were no clear corrective actions and we continually received reports of similar themes.

How these incidents were investigated was reviewed and a 'Deep Dive' approach was felt to be beneficial to trial. This focuses on the processes and wider concerns of a number of reports rather than focusing on one specific case – the aim being clear actions could be identified. Using the 'Good Governance Institute' guidance, the triggers for a deep dive was agreed to include:

- A 'worrying trend'
- Waste of resources
- Capacity

The 'Deep Dives' occur every 2 months and on the alternate month an action plan call is held to ensure that any key actions are being taken forward. The group is led by a member of the Clinical Governance Team and includes representatives from:

- Commissioning
- Hub Operations
- Operational
- Clinical input – future aim to have representation present at review

4. Outcome

The Clinical Governance Team have facilitated a number of 'Deep Dive' reviews and it has proved to highlight significant learning and actions that

NRG(18)22

would not have been identified in the traditional way of reviewing the incidents in isolation. A number of which are highlighted below:

- Highlighted the impact Scout activity has on CT NORS team availability – leading to further information gathering
- Identified differing understanding over ‘exceptional activity’ between Hub Operations, Commissioning and NORS teams – concept of ‘intensity’ rather than pure number of retrievals
- Led to updates to the NORS calculator to ensure data is easy to visualise
- Informed the concept of a single point of contact in the Hub for NORS mobilisation
- Led to the development (in progress) of a single process document for NORS mobilisation for all stakeholders to utilise so that there is clear understanding of expectations

5. Summary

Those involved in the Deep Dives have found they are beneficial and the outputs are notably improved compared to the previous way of reviewing these incidents.

They are not only more time efficient for all, most importantly the focus on lessons learnt is leading to clear actions to improve processes, communication and understanding of expectations.

Author

Jeanette Foley
Head of Clinical Governance
ODT Clinical Governance Team