

# Delivering a High Standard of Healthcare Using Datix as a Learning Tool



## 1 Culture & Leadership

- ✦ Importance of Datix
- ✦ Why are staff afraid of it
- ✦ Human error
- ✦ Reliability of making mistakes

## 2 Management

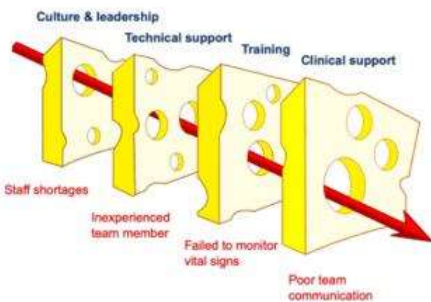
- ✦ Quality and improvement
- ✦ Use of Best practice
- ✦ Lead by example
- ✦ Effective safety programmes

## 3 Training

- ✦ Frontline supervisors
- ✦ Operational support
- ✦ Training of staff
- ✦ Education/Fix the knowledge

## 4 Clinical Support

- ✦ Duty of condour
- ✦ Respect the process
- ✦ Best practice/Best response
- ✦ Understanding the reason of Datix
- ✦ Debrief



✦ Using *Swiss cheese* ✦  
as a model to explain the use of datix in the health  
✦ sector ✦