

Developing Allied Health Leaders to Facilitate Safe, Person-Centred Health Care

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Sydney April 2022



Acknowledgement of Country and Elders

I would like to acknowledge the traditional owners of the land where we meet today.

I pay my respects to their Elders past and present.

It is upon their lands that we meet.



Some background



The NSW Clinical Excellence Commission

Specialists in safety: partners in improvement

We are:

- Committed to continuous improvement in patient safety.
- In partnership with health services, we work to enhance and develop a strong and reliable safety culture, ensuring patients and their families and carers have a positive experience of care.
- We strive for safer care, for every patient, every time.

Lots of great safety resources - <https://www.cec.health.nsw.gov.au/>



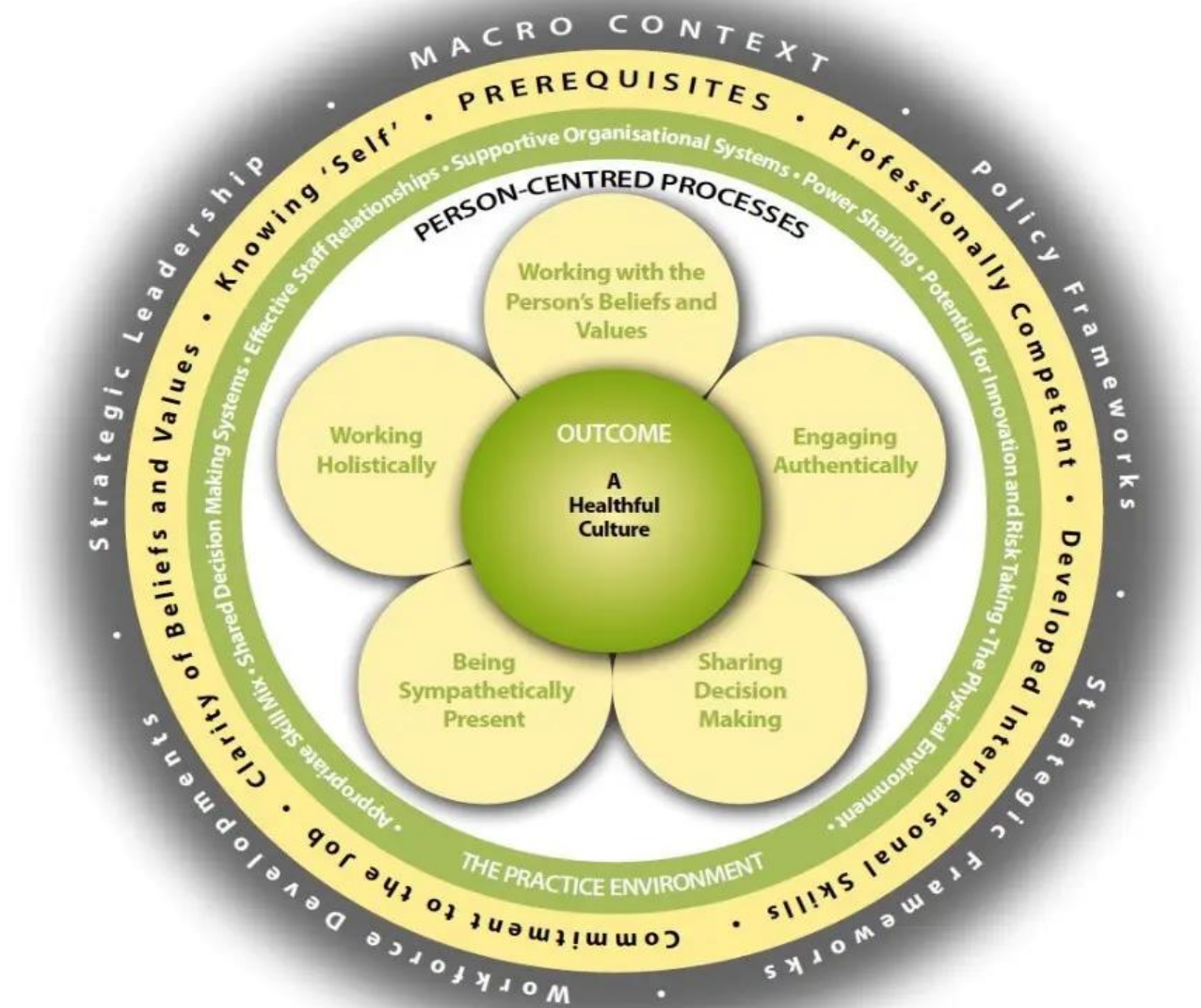
***How do we know that
safety and quality is
being achieved?***

***How do we know that
safety and quality is
being achieved?
And.. How do we make
care safer?***

Allied Health (Clinical) Leadership



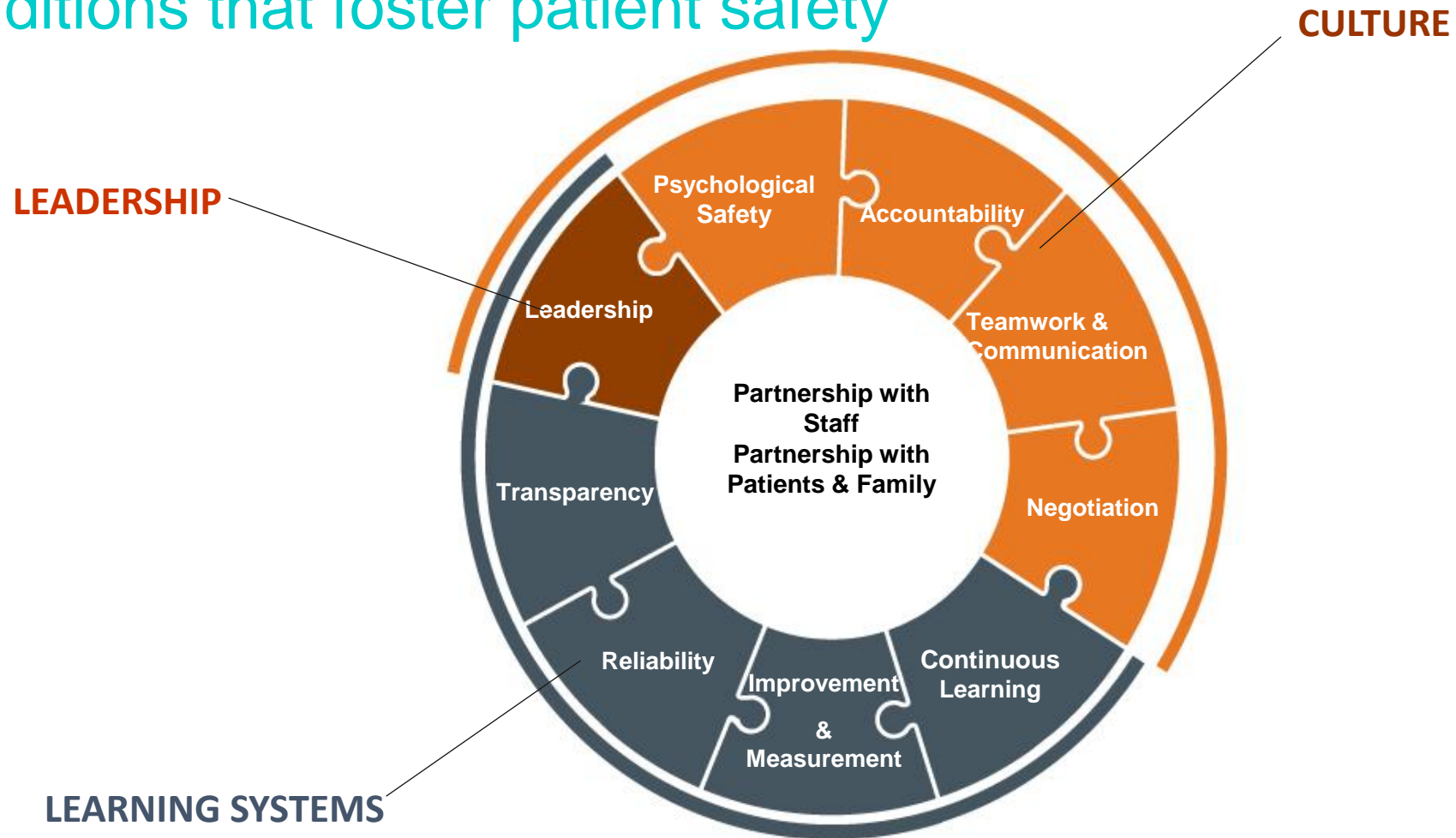
Person-centred care



(McCormack & McCance, 2017)

Leadership, Culture, Accountability

The conditions that foster patient safety



Frankel, A., Haraden, C., Federico, F., & Lenoci-Edwards, J. (2017). A framework for safe, reliable, and effective care. White paper. Cambridge, MA: Institute for Healthcare Improvement and Safe & Reliable Healthcare.

Leadership and Culture

The conditions that foster patient safety



Culture change and continual improvement **come from what leaders do**, through their commitment, encouragement, compassion and **modelling of appropriate behaviours.**

(Berwick Report, 2013)

Developing allied health leaders



Key learnings

Within the context of study limitations:

- Transformational leadership can be developed using Practice Development as can leadership efficacy & workplace engagement
- Coaching (support) can assist to build confidence
- Person-centred/Practice Development approaches resonate with AHP
- Experiential, work-based learning can lead to positive change
- Application to safety and quality

Implications for us

- Leadership is essential for safe, high quality care
- We must invest in clinical leadership, linked to the provision of care
- Leaders drive culture
- Person-centred/Practice Development approaches can be applied in a leadership context

What's next for healthcare leaders

- New ways to think about safety and quality
- From projects to safety as a system commitment
- A positive safety culture
- Our roles as leaders



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