

## **Quote from Dr Matt Inada-Kim relating to HSIB full report: Recognising and responding to critically unwell patients**

“Deterioration is the process of becoming progressively worse and its mismanagement. Though it precedes all deaths, not all are preventable. The key to managing it well is its early identification and clinical review to ensure that the interventions are both expedient and appropriate for the cause of the deterioration and the wishes of the patient.

To optimally manage it, healthcare systems need to be engineered to ensure the settings, pathways, interfaces and conditions clinicians work within are considered and where possible aligned.

“All healthcare settings have tried to develop solutions to improve its recognition, communication, escalation and response; these have been largely based on individual environments.

“As a result, they have not always been designed in a way that considers the pathways of care that patients follow involving multiple care environments, passing through the hands of different healthcare professionals and across shift changes.

“This independent HSIB report shines a light on the benefits that healthcare will gain through learning what other industries have done when tackling similar problems.

“Though healthcare is unique, in its complexities and situation, there are some key transferrable human factors lessons such as standardisation to a common language (NEWS2), communication (spoken, non-verbal, written and electronic), situational awareness and mental modelling; all ideas that can make healthcare safer.

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