

# COVID-19 Learning Reviews

**Learning from organisational experience of COVID-19 so far will be crucial in preparing for the next Wave.**

We can help you to:

- Examine the reliability of systems and processes, such as complex discharge planning and testing turnaround times;
- Capture and analyse experiences of staff, patients and carers, and gain deeper insights into the impact of new ways of working;
- Explore both what has gone well and what could have been done differently to support improvements going forward.

Working alongside you as external consultants, we support organisations to explore and reflect on their experience from both a Safety I and Safety II perspective, identifying themes and key lessons that will enhance decision making.

## COVID-19 Wave 2 Planning

**How are you preparing for a second wave of COVID-19?**

We offer a systematic approach to help you plan effectively by integrating:

- Learning from Wave 1 safety performance
- Data on system and process reliability
- Real time safety intelligence from observation and conversations
- Assessment of known and potential risks.

We use an evidence-based framework for proactive safety management to ensure Wave 2 planning for Covid-19 is based on multi-faceted safety intelligence and learning.

Both programmes of work are led by Dr Jane Carthey and Sarah Garrett, experienced consultants in healthcare safety. Our combined expertise includes:

- leading incident investigations
- measurement and monitoring of safety
- human factors
- quality and safety improvement
- developing a just and learning culture
- facilitating staff and patient focus groups.

For further information, please contact us by email or phone.

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