When we permit rudeness our patients die unnecessarily

CIVILITY SAVES LIVES

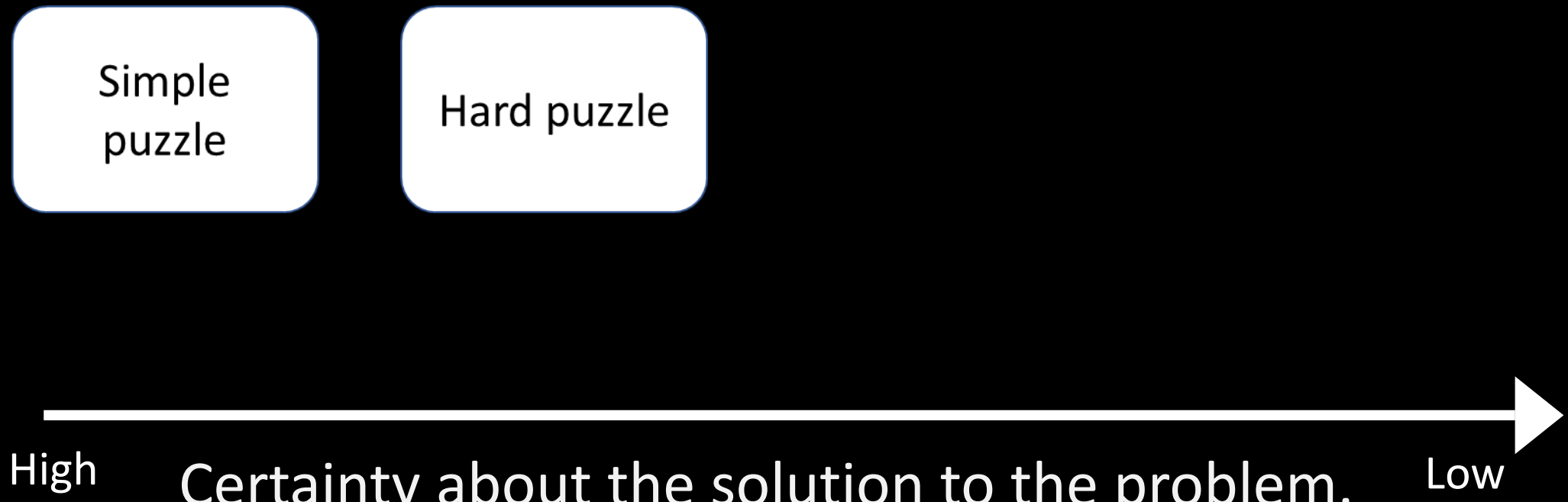
@civilitysaves

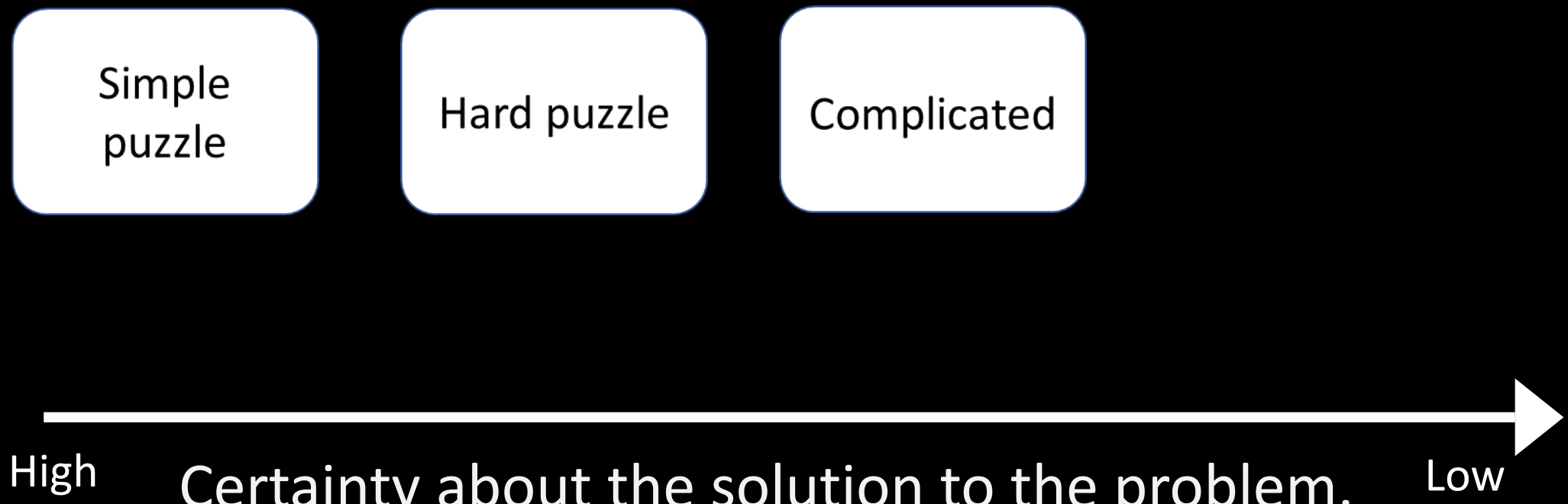
SURF LIFE

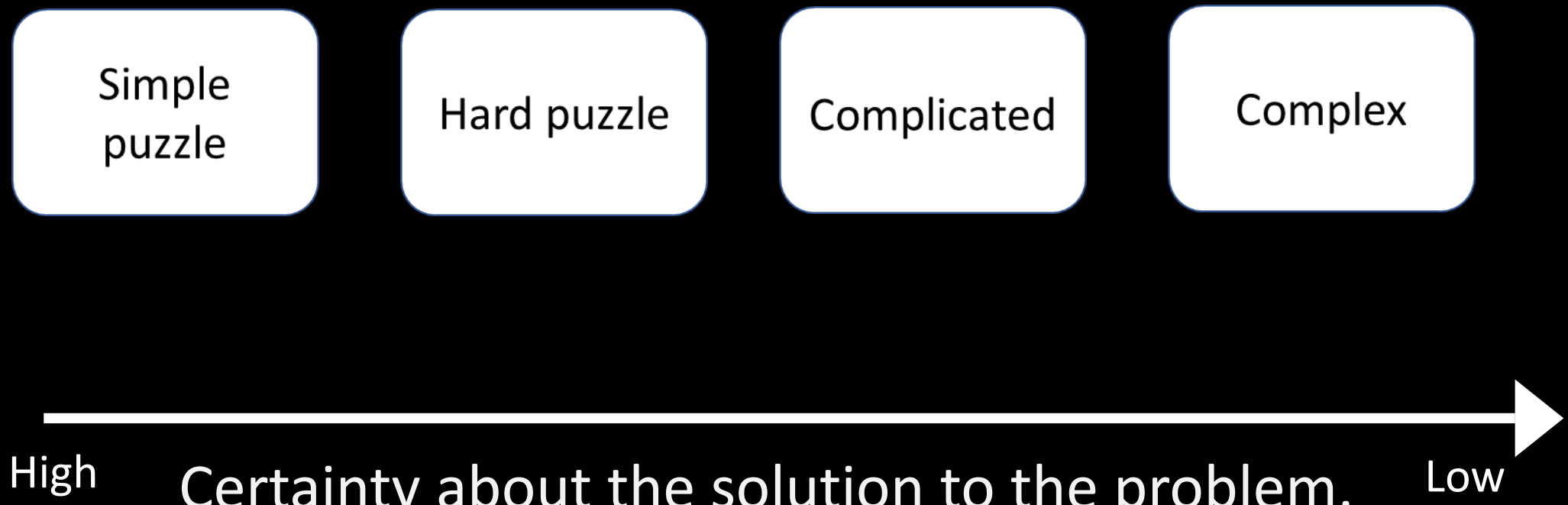
Complexity

High
Certainty about the solution to the problem.
Low

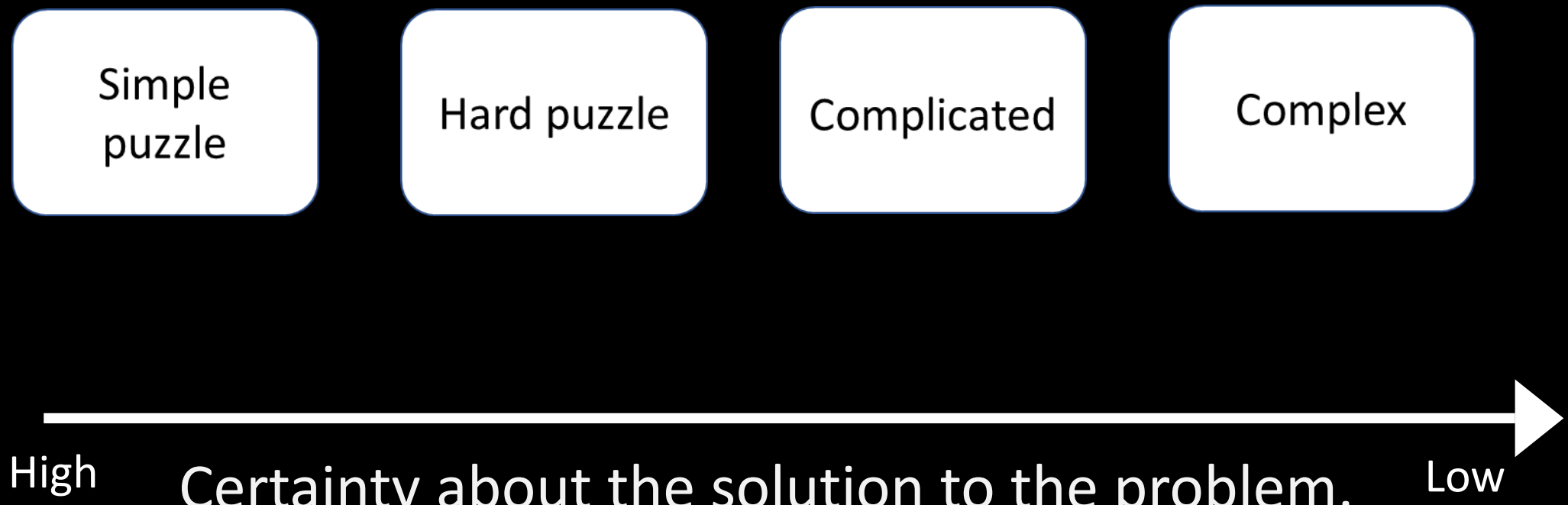
Simple puzzle
High
Certainty about the solution to the problem.
Low


Simple puzzle
Hard puzzle
High
Certainty about the solution to the problem.
Low

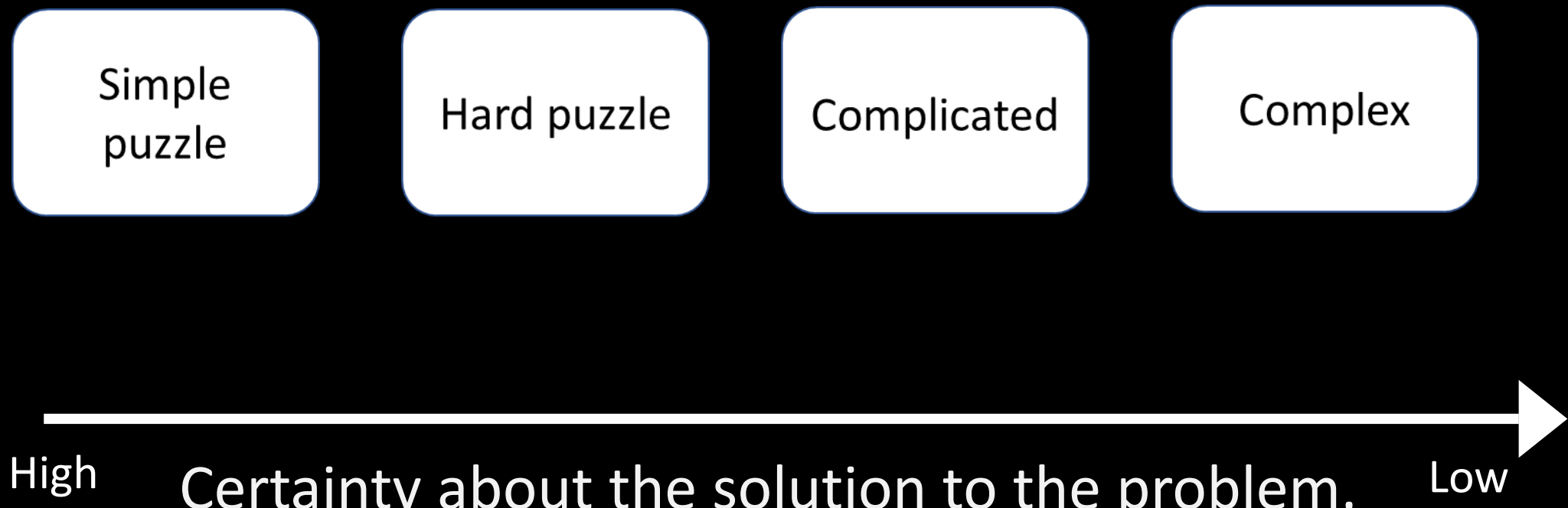

Simple puzzle
Hard puzzle
Complicated
High
Certainty about the solution to the problem.
Low

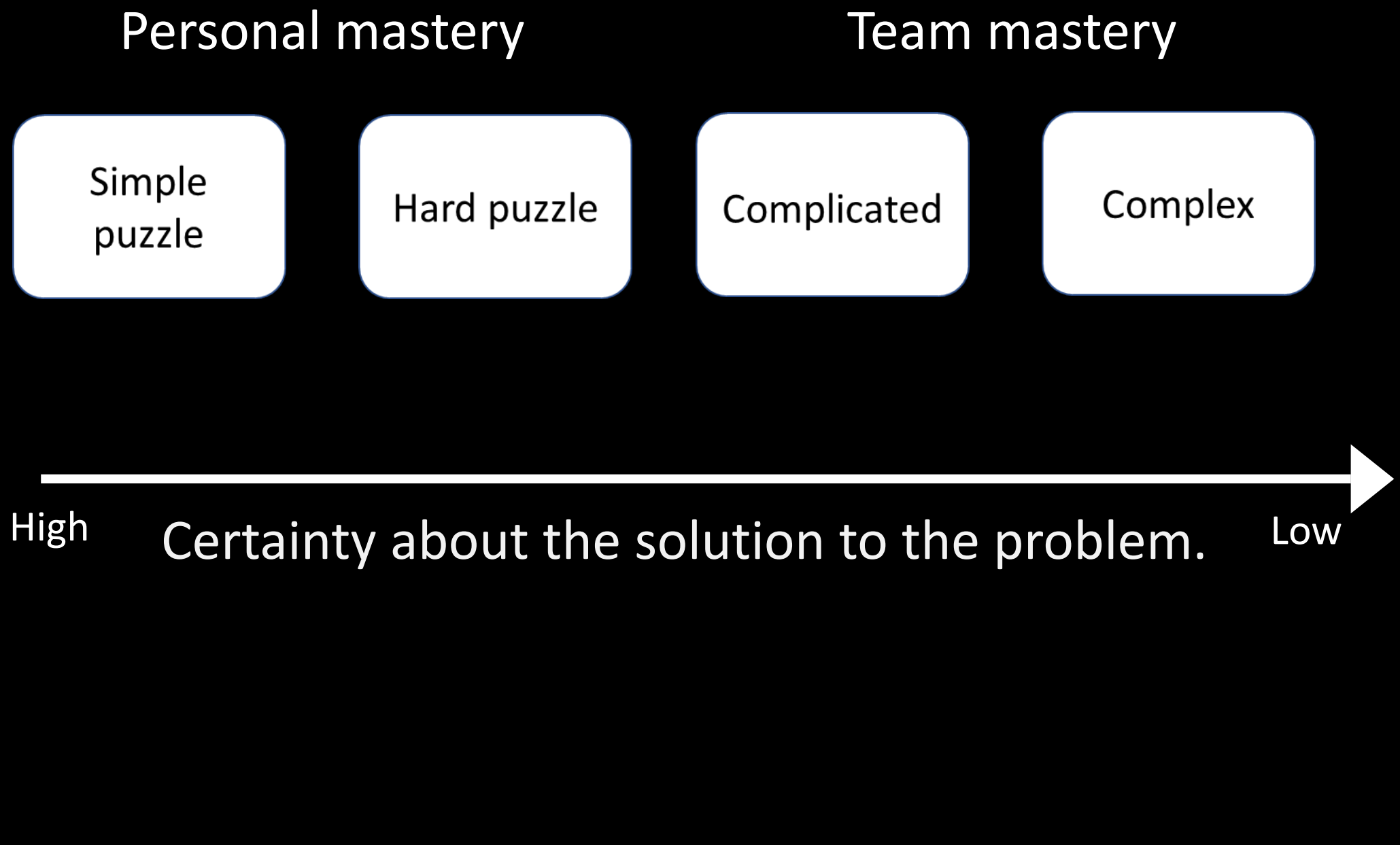

Simple puzzle
Hard puzzle
Complicated
Complex
High
Certainty about the solution to the problem.
Low

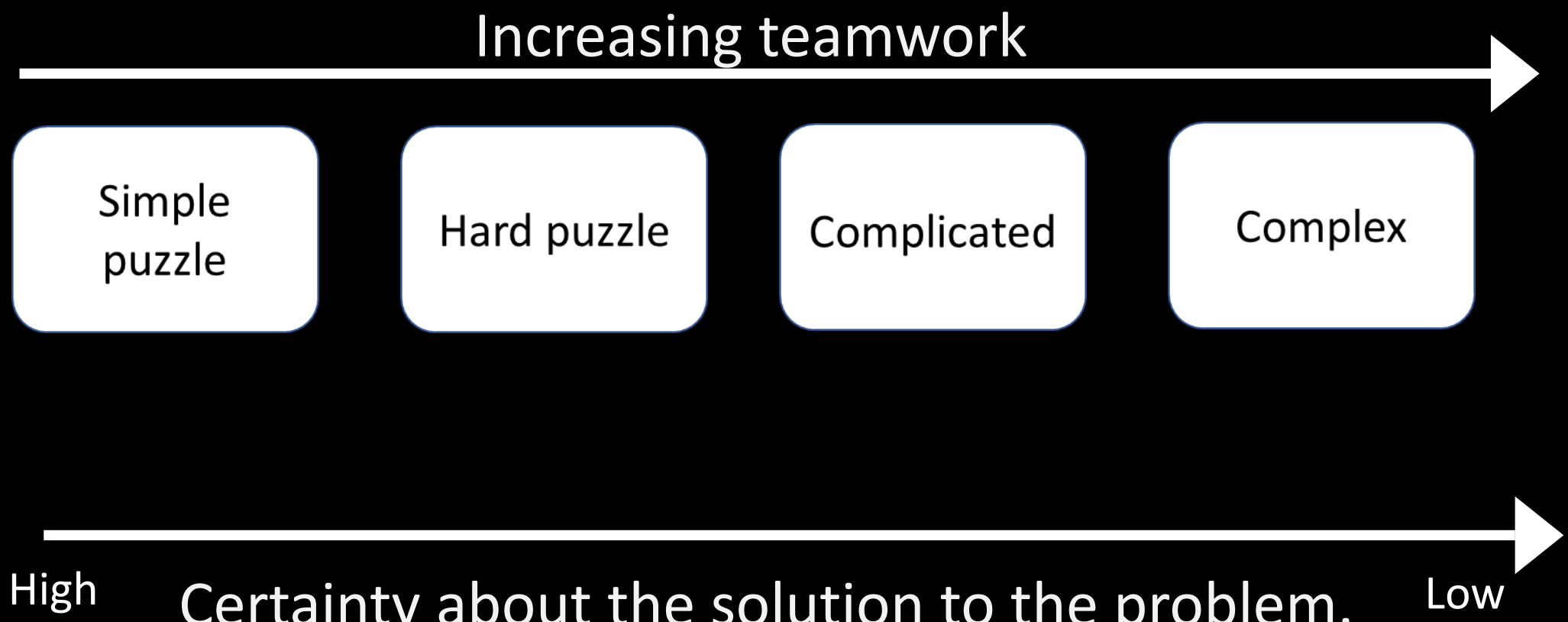
But where do we get results in healthcare?
And what do we test?

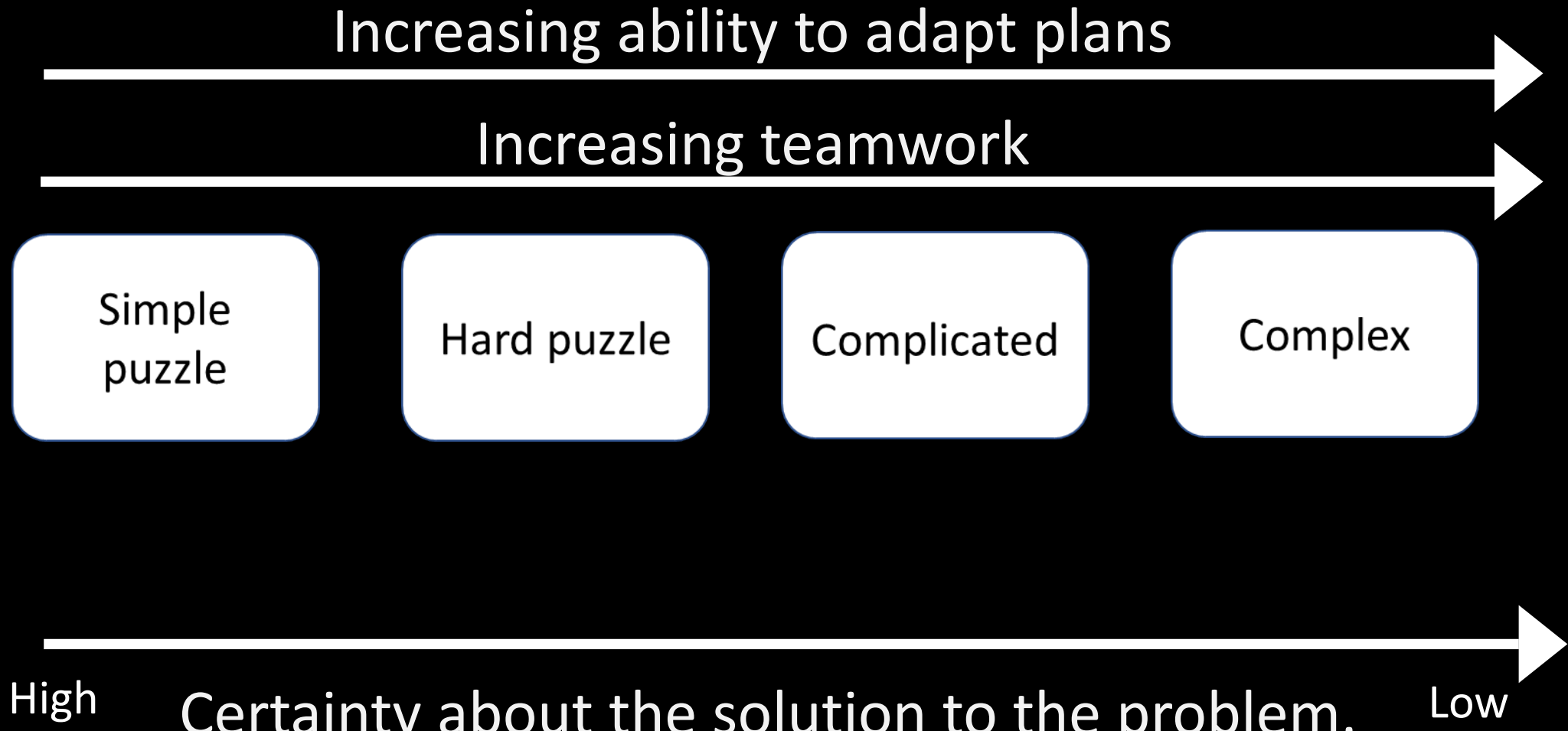

Simple puzzle
Hard puzzle
Complicated
Complex
High
Certainty about the solution to the problem.
Low

Personal mastery




Personal mastery
Team mastery
Simple puzzle
Hard puzzle
Complicated
Complex
High
Certainty about the solution to the problem.
Low


Increasing teamwork
Simple puzzle
Hard puzzle
Complicated
Complex
High
Certainty about the solution to the problem.
Low


Increasing ability to adapt plans
Increasing teamwork
Simple puzzle
Hard puzzle
Complicated
Complex
High
Certainty about the solution to the problem.
Low

In complicated and complex situations information sharing positively predicts performance

The pool of information

Variation in outcomes for complicated/complex situations

Good leaders help the team turn on the tap of information

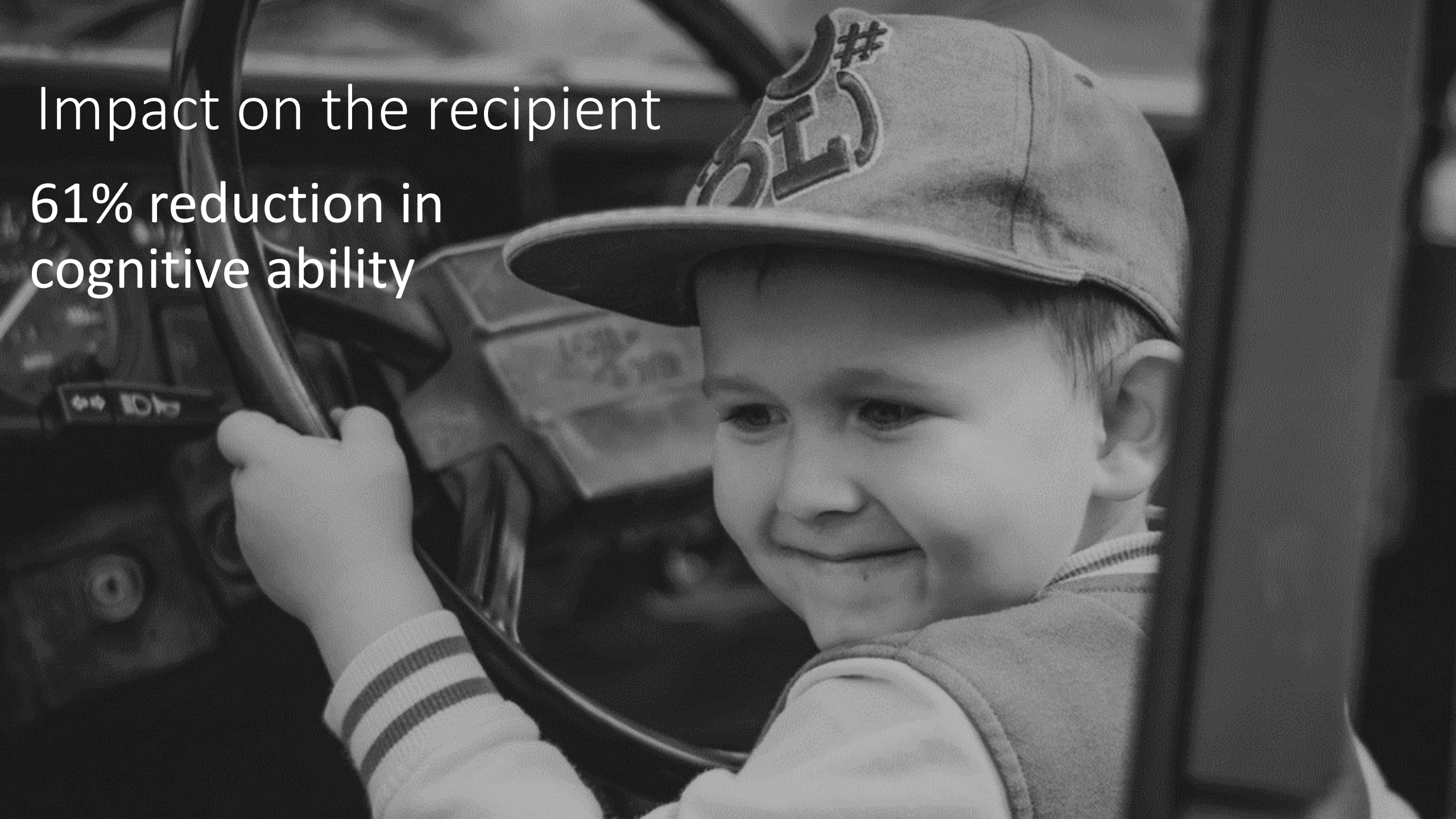
Incivility

Have you seen rudeness at work?

How did it feel?

Impact on the recipient

61% reduction in cognitive ability



Impact on staff onlookers

20% decrease in performance.

50% reduction in willingness to help others.

My mum

what a wonderful opportunity….

civility saves lives

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