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FACILITATING WELLBEING FOLLOWING CRITICAL INCIDENTS IN HEALTHCARE

Critical Incidents

Support Tool for Health Professionals

This eBook was created as part of an action research doctoral study by Diana Austin. She worked collaboratively with the Health Professionals in Women's Health at Auckland District Health Board.

The stories and quotes are from a range of health professionals; allied health, lead maternity carers, medical, midwifery, and nursing...

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Helping me, helping you
through action research

Diana Austin 2016

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INSTRUCTIONS

1. **Individually** think about a critical incident. What was helpful for you afterwards (can be anything that you consider critical).
2. In **pairs** share your story, focusing on what was supportive in the aftermath.
3. In **groups of 6-8** each pair to share the key points relating to what was helpful from their stories.
4. Each group present the shared themes back to the main group

THEMES FROM THE STUDY – chapters of eBook

CRITICAL INCIDENTS
WHAT DO YOU NEED AT THE MOMENT?
Click on the relevant box.

- 1 I feel really upset after what happened. Everyone else seems to be coping better.
- 2 I have been asked to meet with those involved in the incident. What does this involve?
- 3 I need to talk to someone. What are my options?
- 4 I am worried I did something wrong.
- 5 How should I talk to the woman and her family?
- 6 I don't feel competent to practice anymore.
- 7 The incident is being investigated. What will happen?
- 8 A colleague has been involved in an incident. How can I help them?
- 9 I am the most senior person on duty. How do I help my team members?
- 10 I am a manager and one of my team is involved in a critical incident. What advice & support should I provide?

Openly available on the study organisation's website

<http://nationalwomenshealth.adhb.govt.nz/health-professionals/critical-incident-e-book>

PHILOSOPHY OF PRACTICAL KNOWING

- **The everyday concerns of human living**

How do we decide what is important and worthwhile for us to pursue as a research topic? What is this based on?

- **Practical knowing is socially derived and constructed**

How do we frame reality and critique our constructions?

- **Uniqueness in each situation needs to be attended to**

Inquiring in the present tense, confronting what was done before through cycles of action and reflection.

- **Values driven and ethical**

Being transparent about choice points

Coghlan, D. (2016). Retrieving a philosophy of practical knowing for Action Research.

International Journal of Action Research, 12(1), 84-107. doi:10.1688/IJAR-2016-01-Coghlan

