

# How the Power of Story Can Create a Culture of Safety

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**I come from a people who . . .**

**And from these people I learned or  
received . . .**

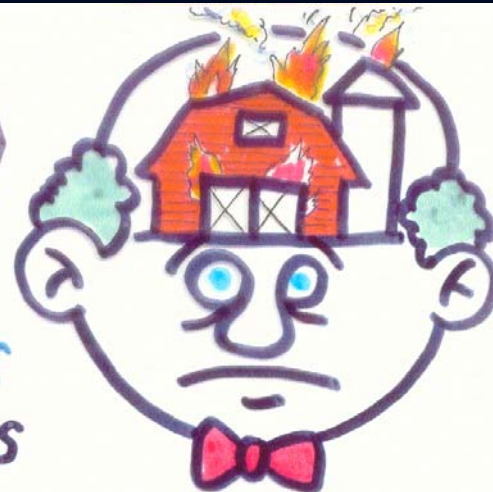
# Leadership Benchmark Story

- 1. Tell a story from your past (preferably childhood) about a time when you displayed some form of leadership.**
- 2. Reflect with your partner on the attributes of leadership exhibited in your stories. Make a list.**

TELLER  
IMAGES

SENSATIONS  
& FEELINGS

"When I was  
a young man,  
our barn  
caught  
fire..."



LISTENER  
IMAGES

SENSATIONS  
& FEELINGS



# Narrative Schema

- 1. Introduction of setting and characters**
- 2. Explanation of state of affairs**
- 3. Initial event**
- 4. Emotional response/statement of goal by protagonist**

# Narrative Schema

5. **Complicating action**
6. **Outcome**
7. **Reactions to outcome**

# **Nine Stories**

## **Healthcare Leaders Must Master To Build a Culture of Safety**

- 1. “Who am I” Story**
- 2. “Who are we” Story**
- 3. “Where are we going” Story**
- 4. Community Building Story—“What does it mean to work together?”**
- 5. “Instrumental” story to help face Current Challenges**

# Nine Stories

## Healthcare Leaders Must Master To Build a Culture of Safety

6. **“Transmissive” Wisdom Story**
7. **“Integrative” Story**
8. **“Self-Knowing” Story**
9. **“Springboard” Story**

# The SpringBoard Story

- **Understandable to the audience**
- **Told from the perspective of a single protagonist**
- **Protagonist must be prototypical of the organization's business**
- **Have a degree of strangeness or incongruity**
- **Eerily familiar**

- **Embody the change idea as fully as possible**
- **Should be recent, and if possible, true**
- **Should be told as simply as possible**
- **Have a happy ending**

# **Improve Outcomes Through Enhanced (Story) Listening and Informing**

# Knowing the Organizational History

# Storytelling & Teamwork

# Management Feedback

# Patient Safety Education

# **Celebrating Patient Safety Heroes**

# Creating a Safety Environment

# Learning, Storytelling & Reflection

# GRIEVING DAUGHTER'S NEW FURY AT RUH

A Woman who discovered her mother dead in a hospital bed has been left angry again after Bath's Royal United Hospital lost her possessions. Melanie Elder's mother Sheila Pattinson died at the RUH last month while she was being treated for the brittle bone condition osteoporosis.

Ms Elder arrived for a visit to discover her mother lying dead, and says she had been for some time, even though nurses were close by at the time.

Now she has had her grief compounded by another hospital error, after it failed to find her mother's belongings which had gone astray.

"Someone from the hospital rang to say they had found my mum's belongings, " she said.

"They came to my house to give them back to me but they weren't my mother's. They belonged to someone else."

And she says when hospital staff returned to her house to collect the property she was told there was little chance her mother's personal belongings would ever be found.

An investigation by the hospital into how Mrs Pattinson's death went unnoticed has now been completed.

However, Ms Elder says there are still questions unanswered and she has called for an independent review.

She says there was a group of six to eight nurses close to her mother's bed at the time who should have noticed she was dying.

"I knew she was dead straight away," she said.

"She was cold and waxy and there was dried froth around her lips. It was dreadful."

The report claims that Mrs Pattinson was checked 30 minutes before Ms Elder, pictured right, arrived.

But she says she was told her mother had been checked ten minutes earlier.

The RUH said that it was unable to comment because it had not yet seen Ms Elder's letter of complaint regarding the report.

# Storytelling, Relationship & Safety

# Physician/Patient Communication

# SPIRALS

**S Storytelling/Story Listening**

**P Problem**

**I Issues**

**R Ramification Questions**

**A Answer/Course of Treatment**

**L Lasting Benefits**

**S Storytelling about other successes**

# Disclosure Policy

# Addressing Patient Illiteracy

**21% of Americans cannot read**

**48% cannot decipher messages that  
combine words with numbers**

# Reporting and Storytelling

# Thinking Environments