Healing, learning and improving from harm accessible transcript

Video link: <https://www.youtube.com/watch?v=jlV5Brtc4Uk>

**Visual: The video opens with a title screen with a pillar of Māori art on each side of the screen. In the middle of the screen are the words ‘Healing, learning and improving from harm | Te whakaora, te ako me te whakapai ake i te kino’. Below these words is the subtitle: ‘National adverse events policy | Te kaupapa here ā-motu mō ngā mahi tūkino’. Below this is, ‘2023’.**

Audio: Acoustic guitar music plays.

**Visual: The title screen is replaced by an aerial shot of paddocks and maunga (mountains) from Wairoa in the Hawke’s Bay region.**

Audio: [Angie] Tēnā koutou, ā, ko ahau. Ko Panekire te maunga. Ko Waikaremoana te moana.

**Visual: The shot of Wairoa fades and is replaced by a midshot of Angie Smith. She sits on a lounge chair at her home. She has on a pink collared shirt, long earrings and glasses with dark rims.**

Audio: Ko Waikaretāheke te awa. Ko Ngāti Ruapani te iwi. Ko ahau ko Te Waimātao. Nō reira, tēnā tātou katoa.

**Visual: The shot changes to one of Angie from a slightly different angle and closer up. As she speaks, the Te Tāhū Hauora logo appears beside her head along with the title: ‘Angie Smith, Co- chair of policy review’.**

Audio: My name is Angie Smith, and the reason why I got involved particularly with the Health Quality & Safety Commission work …

**Visual: The shot changes to one of Angie and her mother, Nina. Nina has short grey hair, glasses with dark rims and a flowery dark blouse on. She sits in an armchair in the lounge while Angie stands over her and helps cover her lap with a blanket.**

Audio: … was in 2017 my mother had a stroke and that I think was the start of …

**Visual: The shot changes to one of Nina reading a newspaper in the armchair. In front of her is her walker. The shot then changes back to the midshot of Angie speaking.**

Audio: … my journey through this health journey was advocating for my mum and …

**Visual: The shot changes to the closer shot of Angie as she speaks.**

Audio: … advocating around …

**Visual: The shot changes to one of Angie in her kitchen, emptying a plastic juice bottle into the sink. In the background of the shot, Nina can be seen sitting in her armchair in the lounge.**

Audio: … the appropriateness of the treatment …

**Visual: The shot changes to a different angle of Nina sitting in the armchair. Beside her is a cabinet with ornaments inside of it. On top are candles, a vase of flowers, some whānau pictures and an ornament of three letters that spell out ‘Kui’.**

Audio: … and the rehabilitation because it was about that te reo Māori was really important to my mum and her recovery …

**Visual: The shot changes back to the closer shot of Angie.**

Audio: … and yet there were no staff speaking a language that she is more comfortable with …

**Visual: The shot changes to one of Nina sitting in the armchair with her walker in front of her.**

Audio: … so the importance of allowing whānau members …

**Visual: The shot changes back to the closer shot of Angie.**

Audio: … to be by her …

**Visual: The shot changes to the midshot of Angie and quickly changes again to a close-up of a whānau photo that includes Angie standing with her hands on Nina’s shoulders. Nina sits in the middle, surrounded by her whānau and wearing feathers in her hair, a large taonga around her neck and a cloak.**

Audio: … in those moments when she was really vulnerable and having that language, needing to be there to translate for my mum …

**Visual: The shot changes to an image of a photo hanging on a pillar in the house. It shows an older man leaning against a white ute.**

Audio: … was important so it is really important from a te ao Māori world view …

**Visual: The shot changes to one of another photograph in a wooden frame. It is a black and white photo of one of Angie and Nina’s tūpuna. She has long dark hair and a moko kauae and wears a cloak.**

Audio: … that we build a relationship with whānau …

**Visual: The shot changes back to the midshot of Angie sitting in her lounge.**

Audio: … we build a relationship with consumers, we build a relationship with even our health care workers …

**Visual: The shot changes to a closer up shot of Angie.**

Audio: … because if there's no trust …

**Visual: The shot changes to one of Nina sitting in an armchair looking on as two of her whānau members – a young woman and a young girl – play a guitar each and sing. A laptop sits on a stand on the floor in front of them.**

Audio: … then the whānau won't come forward.

**Visual: The shot changes back to the midshot of Angie.**

Audio: The whānau will be hurt. The whānau would not know how to get help …

**Visual: The shot changes to a closer up shot of Angie.**

Audio: … and it leads to more unnecessary harm, trauma …

**Visual: The shot changes back to the midshot of Angie. She shakes her head.**

Audio: … yeah unnecessary deaths.

**Visual: The shot changes to a tracking shot of the exterior of Middlemore Hospital. A large rainbow decal covers several of the windows. It then changes to a midshot of two people sitting in a consultation room on blue couches, facing one another and talking. One is a man with short grey hair and glasses. He wears blue scrubs. The other person is a woman with long red hair and a purple sweatshirt.**

Audio: [Carl] In complex systems like health care it's very likely that, under some conditions …

**Visual: The shot changes to a midshot of the man in scrubs. He sits in a hospital room, beside an empty hospital bed. As he talks, the Te Tāhū Hauora logo appears beside his head, along with the words, ‘Dr Carl Horsley, Clinical lead’.**

Audio: … things come together in really unexpected ways and, and, harm can result from there and so it's really important …

**Visual: The shot changes to one of Carl walking down a hospital corridor wearing scrubs and a face mask. He approaches a hand sanitiser bottle and applies some to his hands.**

Audio: … that we understand that harm is something we should try and reduce but it's something …

**Visual: The shot changes to one of Carl sitting beside a hospital bed. The angle is side on and closer up than the previous shot of him in the hospital room.**

Audio: … that's part of our everyday is about how do we manage risk to try and prevent harm …

**Visual: The shot changes to one of a hospital corridor with people walking through it.**

Audio: … so because we can't entirely get rid of those risks it means that we have to find ways of engaging families …

**Visual: The shot changes back to the close-up shot of Carl in the hospital room.**

Audio: … when harm occurs. It's not about saying …

**Visual: The shot changes to a close-up of a person putting their hands over another person’s hands.**

Audio: … these things are inevitable or, you know, that it's just one of those things …

**Visual: The shot changes back to the midshot of Carl in the hospital room.**

Audio: … it's about making sure that we front and centre, are focused on …

**Visual: The shot changes to one of Carl and another clinician in blue scrubs looking at a set of medical equipment and talking.**

Audio: … how do we understand the experience of harm and support patients, their families …

**Visual: The shot changes to one of Carl and two other clinicians in blue scrubs gathered around medical equipment and talking while they interact with it.**

Audio: … but also the staff involved when they are affected by these events. The big changes in the new Healing, learning and improving policy …

**Visual: The shot changes back to the close-up shot of Carl in the hospital room.**

Audio: … are really focused on making sure that we meet the needs …

**Visual: The shot changes to three clinicians in scrubs with masks, hair caps and gloves on. Below them on an operating table is a patient with an oxygen mask on. One clinician hands a set of medical instruments to another.**

Audio: … of all those who are harmed or affected by an event so that's patients, their families …

**Visual: The shot changes to a close-up of a clinician wearing scrubs, a face mask and a hair cap.**

Audio: … but also the staff involved and making sure we deal with that. The second aspect …

**Visual: The shot changes to the midshot of Carl speaking in the hospital room.**

Audio: … is really focusing on system learning, so trying to understand what was going on for the people involved at the time. Why would their behaviour make sense? What's so normal about this event …

**Visual: The shot changes to a close-up of a clinician wearing scrubs, holding a pen and writing. It then changes again to a high-angle shot of a clinician with short dark hair. They are holding a pen and showing paper to another person sitting across the desk from them.**

Audio: … and what does it tell us about the trade-offs or the constraints or risks within our systems …

**Visual: The shot changes to a close-up of a person’s hands using a computer mouse.**

Audio: … and using that to then improve our systems to make care better all the time and I think we all have a …

**Visual: The shot changes to a close-up of a clinician pressing the end of a stethoscope to someone’s chest. It then changes to a close-up of a clinician in scrubs on the phone.**

Audio: … part to play in that. We can be involved in telling our stories about what was going on with the time of the event. We can be involved in thinking about what does this tell us about our systems and we can be involved in trying to understand the experiences of patients and families and …

**Visual: The shot changes to one of the entrance foyer in a hospital. It then changes to the midshot of Carl in the hospital room.**

Audio: … work to restore those relationships. This is a policy that affects everyone in health care and … so I think it's really important to go away and look at the policy and then to understand what are your local processes, and how can we all be part of healing, learning and improving from harm.

**Visual: The video closes with a title screen with a pillar of Māori art on each side of the screen. In the middle of the screen are the words, ‘For more information go to: hqsc.govt.nz/harmpolicy’. Below these words, the Te Tāhū Hauora Health Quality & Safety Commission and the New Zealand Government logos appear.**

**The video ends.**