

Improve ride out effectiveness by increasing staff engagement



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By the end of this presentation, you will:

1. Understand my change proposal
2. Insight to my considerations and why the change is important
3. Discuss some of the barriers that may arise from WAST culture



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About myself

- Senior Paramedic (Powys)
- Worked for WAST since 2014
- Paramedic since 2018
- Father of 3
- Married to Rachel (District Nurse)
- Hobbies include Gardening, Hiking, Astronomy



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My Clinical Team

- 32 staff in team
- 3 stations
- Compassionate Leadership approach

(Northouse, 2021)

The Story

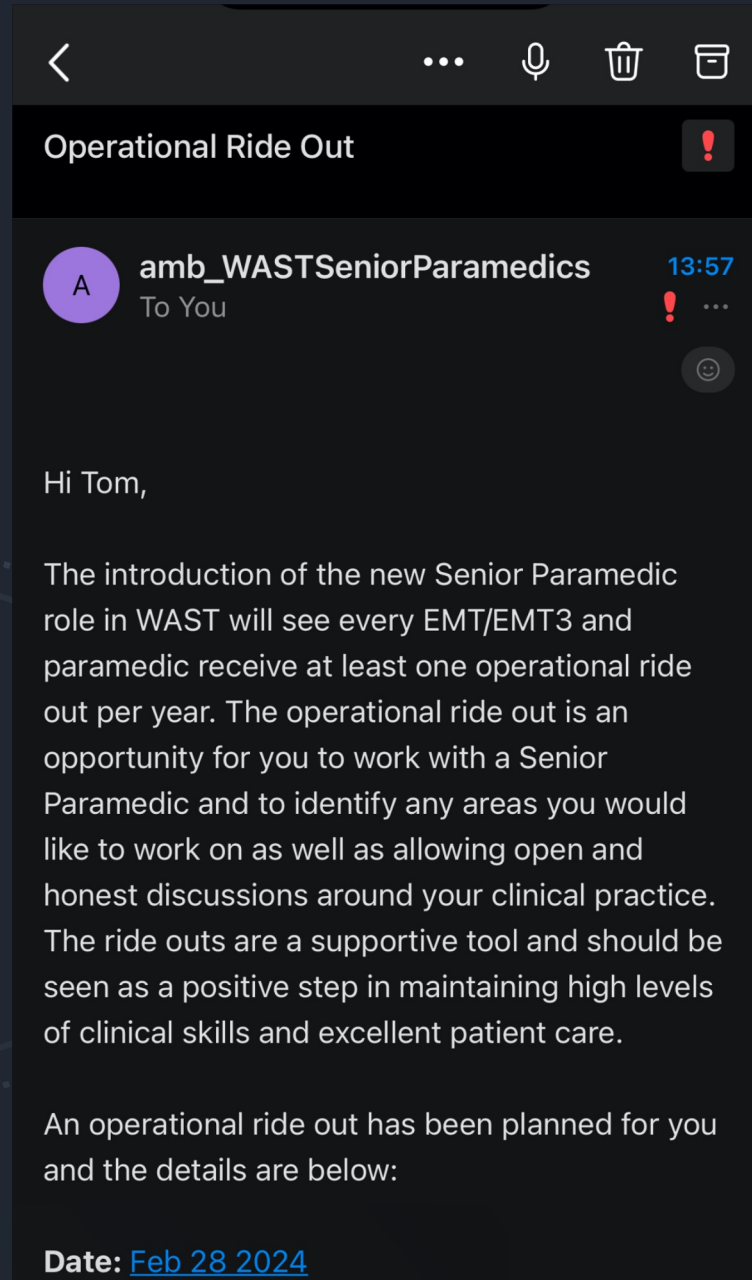


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The Change Project



Date: [Feb 28 2024](#)

Senior Paramedic: Tom Turner

Please bring with you: CPD Portfolio

Comments: N/A

These shifts are booked some time in advance. If you are going to be absent for this shift due to annual leave/TOIL/shift swap, can you please let me know by replying to this email. An alternative date can then be arranged.

Thank you.

Tom Turner

Senior Paramedic

Welsh Ambulance Services NHS Trust

← ∨ Reply



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The Change

Please use the box below to submit any areas you would like to cover during your ride out.

The topics can be any clinical aspects you wish. E.g. Resuscitation, ECGs, JRCALC updates, Clinical Notices, use of TerraPace etc.

0/2000 characters

Submit

Dear Tom,

Your ride out is set for the **28/02/2024**.

To get the most from the ride out please take the time to highlight any areas you would like covered using the questionnaire below.

[Link to Questionnaire](#)

Thank you,

Tom Turner
Senior Paramedic



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Change Theory

- Used Kotter's Change model
- Discounted Lewin and Kübler-Ross
- Also explored Maurer 3 levels of Resistance and change model.

(Barr and Dowding, 2022)

(Rosser, 2022)



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SWOT analysis



Strengths

Easy to implement
Quick results
Simple
Free!



Weaknesses

Relies on Human input
Staff may not reply



Opportunities

WAST staff are used to change
Use of technologies



Threats

Staff are tired of change
Other duties of the SPs

(Andriopoulos and Dawson, 2021)

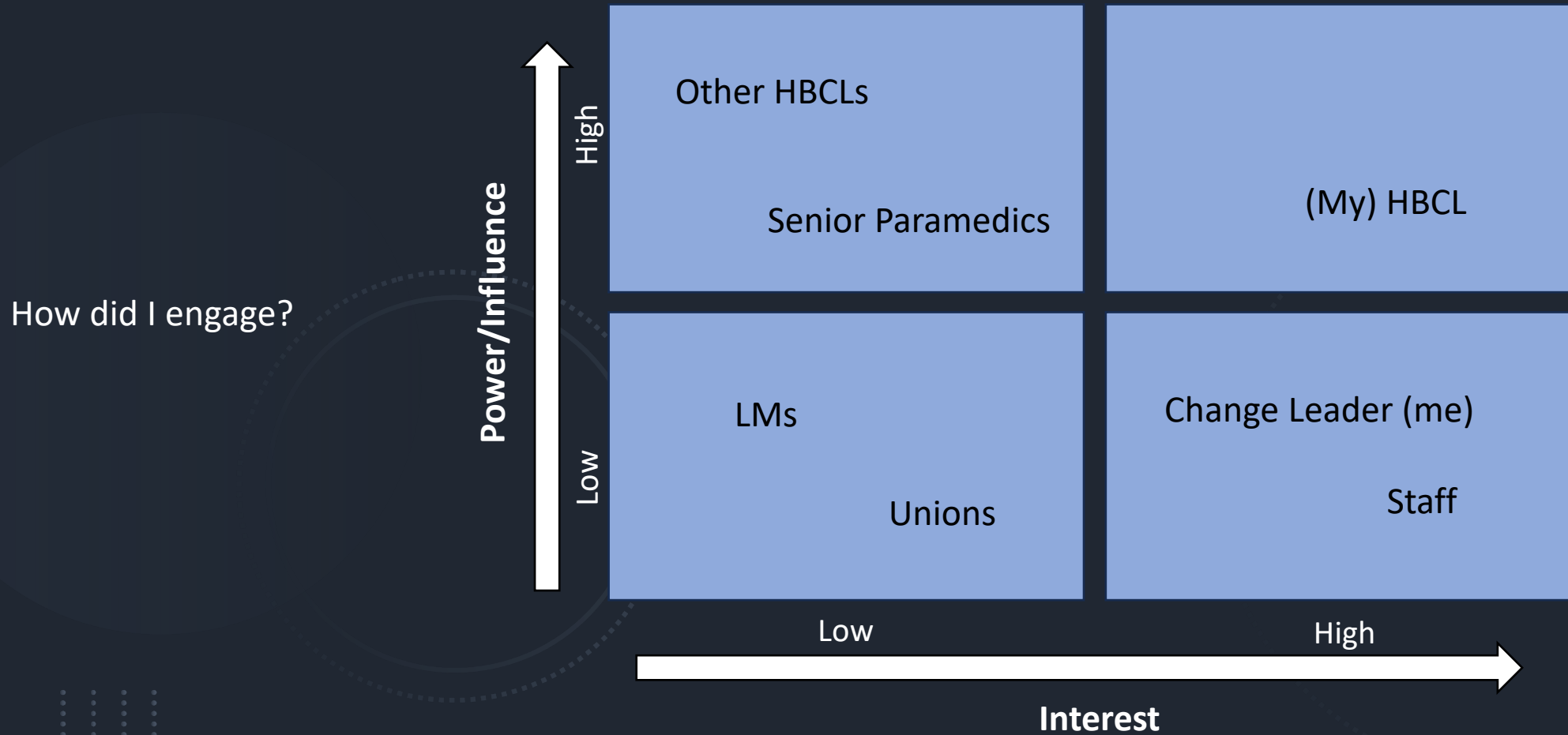
(Rosser, 2022)



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Stakeholders



(Andriopoulos and Dawson, 2021)

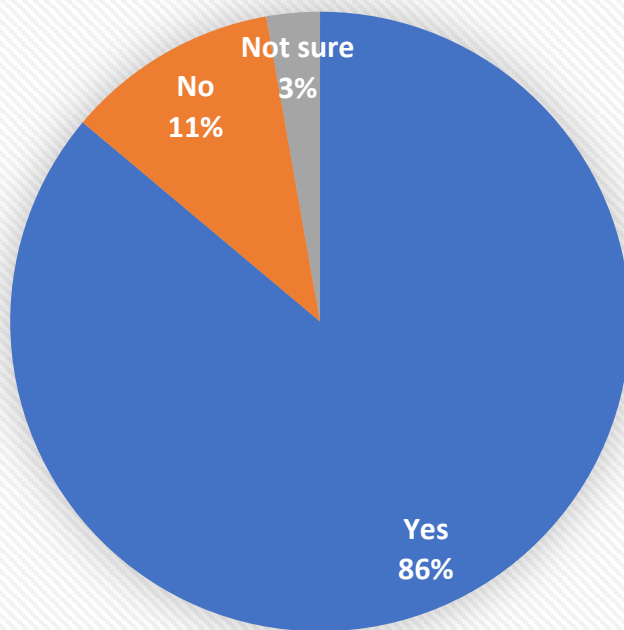


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Stakeholders

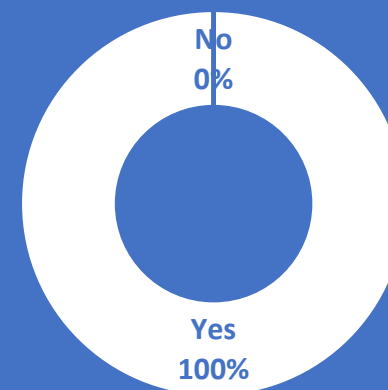
Staff asked



■ Yes ■ No ■ Not sure

† 32 staff surveyed

SENIOR PARAMEDICS
ASKED



† 5 SPs surveyed



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WAST Culture / Challenges

- Impact of COVID
- Tired staff
- Staff under scrutiny
- Vulnerability concerns
- New culture with new staff

(Gibbins, 2029)
(Schein, 2017)



(aace.org, 2024)



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My learning from this project



I have the power to make changes



Keep it simple – Have a clear plan



Senior Paramedics are well placed to improve services and systems for staff



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Quick Recap

- ✓ Simple change project to increase staff engagement in ride outs
- ✓ Use of change models – Kotter
- ✓ Positive SWOT and Stakeholder analysis



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Thank you for listening



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Any Questions?



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