## Communication

- **Do we need to increase accessibility to the ICU?**
  - e.g. Enhance inclusion of staff involved in ICU care, provide swipe card access for a wide range of professionals, increase access to MDT huddles

- **Do we have immediate capability for effective communications?**
  - e.g. Two members of each MDT to manage communications, share operational algorithms

- **Are we using communications technology to the full?**
  - e.g. MS Teams can reach isolated staff or shielding staff, update home screen on trust computers, try new communications apps

- **Could we do more to support families?**
  - e.g. Establish a Family Liaison Team to provide non-medical support, offer a dedicated phone line for relatives, support in-person visits at end-of-life

## Staff wellbeing

- **Are we providing the right kind of support?**
  - e.g. Enhance awareness of local and regional initiatives, proactively seek feedback from all staff to ensure initiatives are accessible and responsive

- **Do we promote the social fabric of teamwork?**
  - e.g. Create smaller inter-professional teams, create a “wellbeing support hub”, telephone check-in with all staff once a week and screen for required support

## Staffing, training and support

- **Can we increase clinical and management support?**
  - e.g. Ensure clear role definition for redeployed staff and categorise staff visibly according to expertise, stagger doctors’ breaks, AHPs to support ICU tasks

- **Can we do more to promote motivation and flexibility?**
  - e.g. Ensure staff are paid promptly for overtime, stagger shift times with 15 minute intervals, support communications across staff groups

- **Do we do enough to keep training up to date?**
  - e.g. Shielding staff can provide virtual help with training, update skills database for all staff, review induction process and annual MAST

## Administration

- **Could we be more strategic with our administration?**
  - e.g. Support senior leadership to plan for bank and agency staff, streamline remote induction, create admin hub for support and crossover between wards