Impact of Excellence Reporting in PICU: a staff survey

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BACKGROUND

A system of Excellence Reporting (ER) has been in place in our PICU since April 2014. ER is a system of peer-reported excellence in practice.

We aimed to evaluate staff attitudes towards this initiative; with the hypothesis that there would be perceived benefits for learning, patient care and staff morale.

Electronic survey to all PICU staff, conducted 12 months after launch of ER.

Questions focused on staff perceptions of ER impact in 3 domains: 1) individual learning, 2) quality of patient care and 3) staff morale, scored against a Likert Scale (5 point): 1=strongly disagree / 3=neutral / 5= strongly agree.

Median scores and ranges calculated for each response. Statistical significance of differences between response scores in domain 1 was assessed by Mann-Whitney test.

Freetext responses were studied by an independent research analyst for themes.

RESULTS

“ER is a great way of improving team morale and celebrating the great work we do in PICU”

Overall there is clear support for the ER tool and the philosophy underlying it.

Freetext analysis:

“although adverse incident reports are imperative, sometimes we focus too much on negative aspects of practice rather than the positive”

CONCLUSIONS

PICU staff perceive that learning from good practice is as valuable as reflecting on individual error, and both are more valuable than studying the errors of others. This has implications for safety and quality improvement (QI) initiatives: future QI interventions should consider modelling good practice in addition to highlighting error. There is also strong support for ER in terms of perceived impact on morale, motivation and patient care.

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