Excellence Reporting in PICU: descriptive study of a new safety paradigm

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Learning from Excellence

IR2 Excellence Reporting

IR1 Incident Reporting A & E

Starting Point

Safety in healthcare has traditionally focussed on reducing harm by learning from adverse events.

This approach may miss opportunities to learn from episodes of excellence practice.

There is potential negative impact on staff involved in adverse event (IR-1) investigation: second victim phenomenon

New Direction

Excellence Reporting (ER) has been active in Birmingham PICU since April 2014.

- Episodes of excellent practice are identified and reported via online ‘IR2 form’ by staff members.
- Reports are categorised in 2 domains: excellence category and clinical context. Individuals are notified of their ER citation via Trust governance department.
- Learning points are shared with the department through weekly e-bulletins and display boards.

Discoveries En-Route

Temporal ER trends

Total number of ER: 263

Top 6

Excellence Themes

1. Peer support
2. Teamwork
3. Going the extra mile
4. Timeliness/thoroughness
5. Communication with parents
6. Knowledge

Clinical Context

1. Admission
2. ALTE
3. General unit operation
4. Communicating with families
5. Prescribing/medication
6. Sepsis

Appreciative Enquiry

A3.DREAM What might be?
A4.DESIGN What should be? What will be?
A5.DESTINY Create the future

A2.DISCOVER What is the best of what is?
A1.DEFINE What do you want to learn about?

Selected reports are investigated to identify ideas for service improvement using Appreciative Enquiry

The Road Ahead

This is the first documented description of ER in healthcare, which demonstrates that peer-delivered excellence is identified and reported within a wide-range of contexts.

The rising trend of reporting rates suggests sustained engagement, implying acceptance of potential utility

Further investigation of the impact of this initiative in terms of patient and staff outcomes is required.

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