

# Learning from Excellence: Start-up guide

Safety in healthcare has traditionally focused on avoiding harm by learning from error. This approach may miss opportunities to learn from excellent practice. We believe that studying excellence in healthcare can create new opportunities for learning and improving team resilience.

In Birmingham Children's Hospital we have established a project, 'Learning from Excellence' which aims to identify, appreciate, study and learn from episodes of excellence in frontline healthcare. Our main project goals are to improve patient care whilst enhancing staff morale.

This guide will support you to establish your own Excellence Reporting project where you work.

## Step 1 Collaborate



- ✓ Share the concept with colleagues
- ✓ Build an enthusiastic team representing a range of roles and experience
- ✓ Enlist support from key stakeholders: consider including staff from IT and safety/governance
- ✓ Set a vision and some project goals
- ✓ Plan your project pilot: start small i.e. within a defined department or group

## Step 2 Report



- Excellence reporting (ER) could be via paper, web form, voicemail or app.
- Keep the data capture simple, quick & easy to use for busy frontline staff.
- Maintain an ER database, categorising your reports, analysing them for themes.

LfE ER example:

- Who achieved excellence?
- What did they do that was excellent?
- Name 1 thing we could do to develop excellence in this area

## Step 3 Feedback



Feeding back to ER reporters and recipients is a key part of ER

LfE: ER recipients receive email from governance department containing text from original ER

Other ER projects provide paper certificates to ER recipients (and display ERs on public notice boards.)

# Step 4 Learn



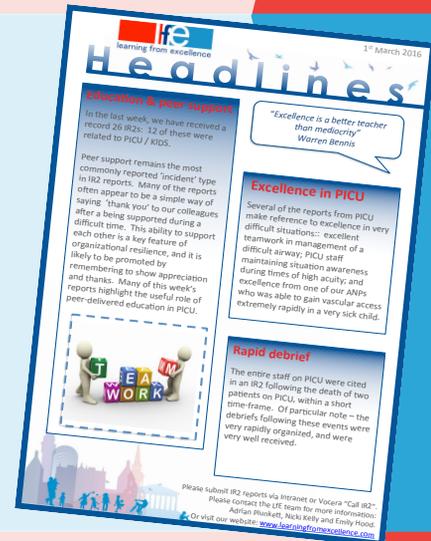
Select the most interesting ERs to study in more detail.  
LFE approach: interview with ER reporter/recipient using Appreciative Inquiry methodology:



# Step 5 Share



- Share widely what you have learned through your ERs & AI meetings
- The LfE project has a weekly e-bulletin.
- Learning can also be shared through social media, teaching programmes & guideline or policy development



# Step 6 Amplify



The 4 E's of Excellence Quality Improvement:

| Explore                      | Engage                            | Enhance                          | Evaluate                          |
|------------------------------|-----------------------------------|----------------------------------|-----------------------------------|
| Choose QI project: using ERs | IRIS with ER recipient + reporter | Use ER as driver for improvement | Re-audit practice & reflect       |
| Measure baseline practice    | Design QI delivery plan           | Teach & share the learning       | Celebrate, re-design & re-deliver |

# Step 7 Nurture



Grow and develop your project

- Share the project with your wider organisation
- Join forces with your safety team: ERs may have similar themes to incident reports and can be used to help solve problems on the risk register
- Share your learning through publications, social media and conferences
- Visit our website to connect with other LfE-related projects and to collaborate in national development: [www.learningfromexcellence.com](http://www.learningfromexcellence.com)