A Grand Design

University Hospitals Birmingham (UHB) Foundation Trust

Learning From Excellence November 2017

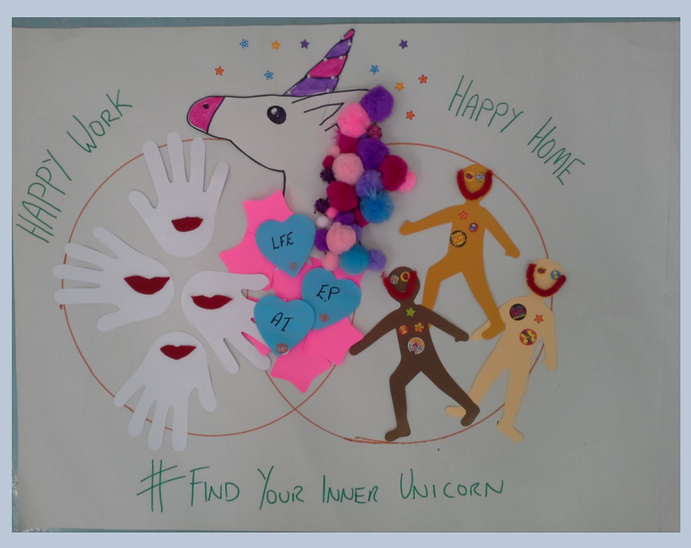
Karen Johns Lead Simulation Trainer

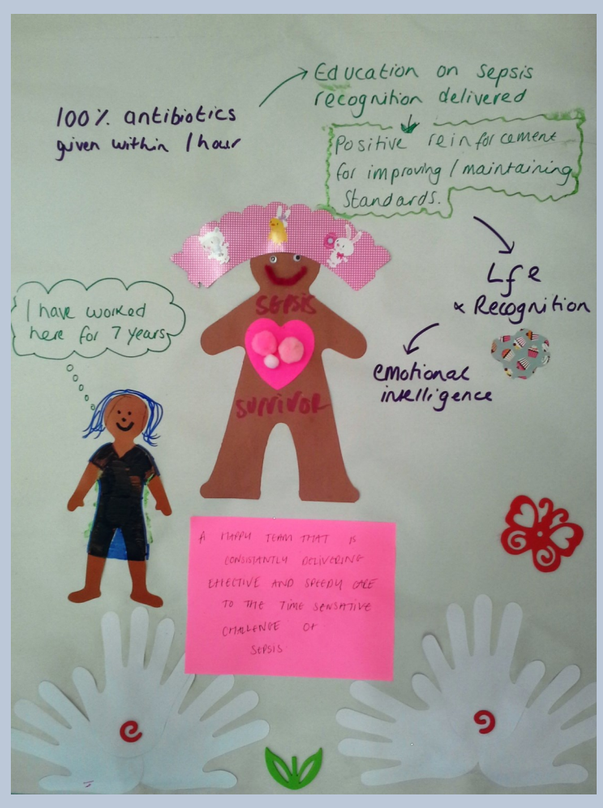
The Plan - After attending an Appreciative Inquiry (AI) training programme in February 2017, the design to incorporate an AI approach to incident reporting, risk and patient safety took shape — particularly with a view to utilising a SAFETY II approach to reporting, analysing and investigating adverse events within the trust.

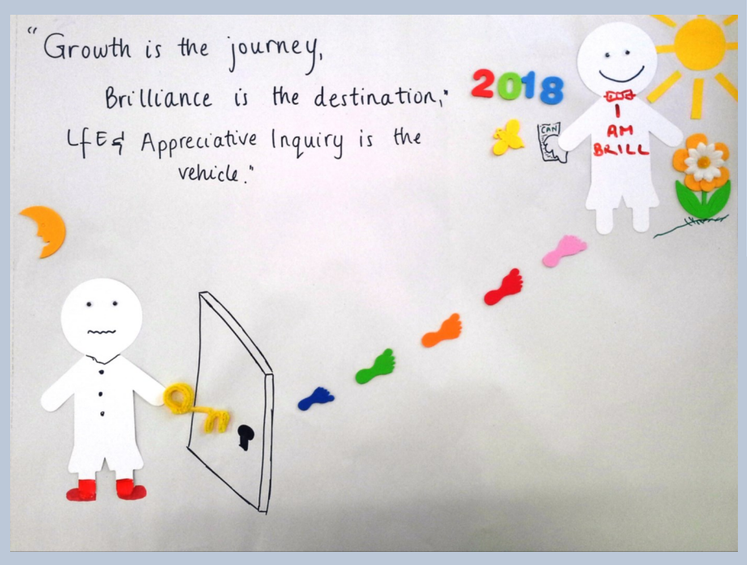
The Foundations An awareness was gently developing through the sterling efforts of Dr. Emma Plunkett to drive forward with a Learning from Excellence (LFE) approach in recognition of "the good stuff" and a way of reporting it to UHB. Emphasis has always been about what went wrong—we wanted to look at what went right and why. This has helped to bring together numerous like-minded staff from many different disciplines of service at the Trust. SO we had recruits!!! And a 2 day course was booked……

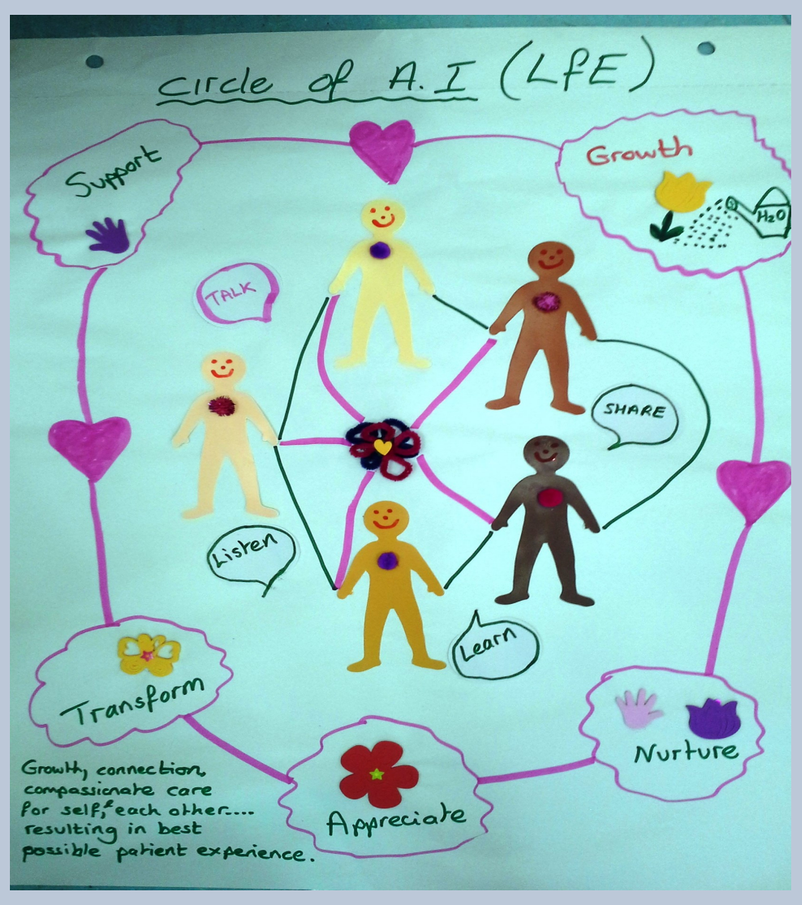
The Engineers

- **Risk and compliance**
- **Investigation**
- **Education**
- **Ergonomics**
- **Anaesthetics**
- **Practice Development**
- **Research**
- **Suzanne Quinney**
- **Emma Plunkett**
- **Karen Johns**
- **(and a man with a drill)**









The Blueprint

- **An AI group established at UHB**
- **Supporting LFE / celebrating success**
- **Use of positivity**
- **Use of AI in audit and QI projects**
- **Developing reframing skills in team briefs**
- **Raising awareness**
- **Interaction with colleagues**
- **Tackling challenges positively**
- **Sharing AI with anyone who listens**

Next stage…..To be continued