ChelWest ED Excellence Reporting

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Aim

Following a difficult few months in London, with four major incidents in a short space of time, we felt that our staff needed some morale-boosting. This project seemed like the perfect solution. It provides positive, feedback rather than our previous system which encourages ubiquitous negative feedback through incidence reporting and identifying error.

Traditionally, safety in healthcare has focused on avoiding harm and learning from error; this allows no consideration as to why human performance normally avoids adverse outcomes. 'Learning from Excellence' suggests that by studying excellent practice in healthcare, opportunities can be created for learning and improving staff morale. This is achieved through implementation of reporting systems and 'appreciative inquiry', a root-cause analysis of excellent events.

By launching this project, we aimed to boost staff morale and initiate the process of learning from excellence.

Methods

We set up a simple system, with the use of online or paper forms to submit an excellence report. We used a short explainer video posters, and social media to tell people about the project. And then we got it started.

Scan the QR code to watch our video

We have an Excellence Reporting team in the Emergency Department and the project has already expanded to the Medical Team.

Our initial challenges were in implementing the project and encouraging staff to submit reports. We led by example, and the Excellence Reporting team submitted reports ourselves initially to help spread the word. Other people started to follow.

We distributed the reports, shared themes and anonymous quotes with the department as a whole.

Results

Conclusion

We analysed the key themes from the excellence reports.

We are focusing on automating the online process and gaining trust-wide involvement.
Going forward, we aim to demonstrate increased staff morale and incorporate excellence reporting, and ultimately appreciative inquiry, into our clinical governance meetings.