

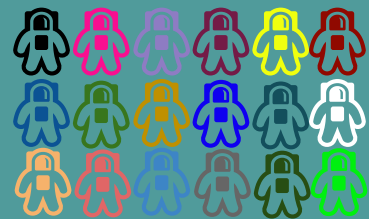


"We don't value appreciation and gratitude between ourselves"

Adrian Plunkett, 2017

What is excellence?

Ask 100 people in healthcare what is excellence in the workplace?



= 100 answers

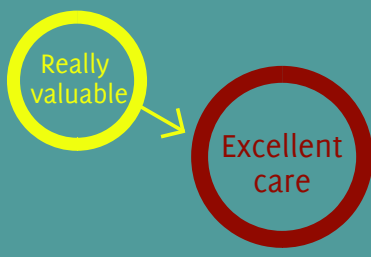
Hard to define

Ask 100 people in healthcare have you seen excellence in the workplace?



= 1 answer

Yes



i If we look at **excellence** two things can happen

1

Staff morale would increase from direct feedback to each other

2

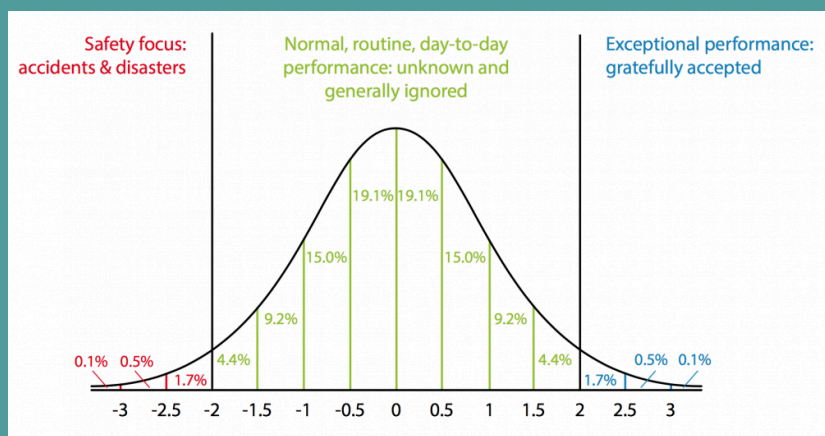
Learn new insights & discover why things are going really well



What do we do at the moment?

i We spend all our time **HERE** trying to improve quality

Event probability & safety focus



Bad care

Normal care

Exceptionally good care

☆ This is a very small part of our system ☆

"Trying to understand safety by looking at adverse incidents is like trying to understand sharks by only looking at stark attacks"

Bob Wears

Why do we concentrate on the bad stuff?

We have an innate ability to spot mistakes



i What is the most noticeable thing here?

1+1=2

2+2=4

3+3=7

4+4=8

5+5=10

One sum is wrong



Four of the sums are correct

Not so good care

We over value this



This is FOUR times more valuable as a piece of information

It is time to redress the balance



A system for reporting something excellent in the workplace

A simple online reporting form (Free text, no categorisation)



Q1. Who did something excellent?
Q2. What did they do?
Q3. Any suggestions on how we can do more of this?

This message gets sent back to the individual/team mentioned in the report

Appreciation
Motivation
Discovery

