

“We need to discover the root causes of success rather than the root causes of failure.”

David Cooperrider

INVESTIGATING EXCELLENCE: WHAT WENT WELL?



West Midlands
Patient Safety Collaborative

Please use this card to guide an AI conversation about something that went well.

Tell me about what went well.

What was it about the person / people / environment / situation that enabled this to happen?

What challenges did you / the team face and how did you overcome them?

What would the perfect scenario of this type look like?

How can we promote and share this excellent practice?