Learning from Excellence: Introducing Greatix into adult ICU at GRI

Cheryl Gillis, Kathryn Puxty and the GRI ICU Greatix Team

Discover

With knowledge of and belief in the Learning from Excellence concept, the staff in ICU at Glasgow Royal Infirmary had the desire to introduce this project. As a paediatric intensivist working in the department with experience of how LfE was introduced in the paediatric setting, we worked together to initiate the 'Greatix' project. The project team agreed the aims:

- Recognise and appreciate episodes of excellent practice
- Promote a positive working culture
- Learn from episodes of excellent practice

Design

Greatix was introduced via posters, e-mails and at the weekly Q.I. meeting. A paper reporting system was trialled from December 2017. Weekly presentations were delivered to disseminate learning and promote participation. Recipients received a copy of the report along with an e-mail recognising and thanking them for their work and offering an opportunity to share their reflection.

Overcoming challenges

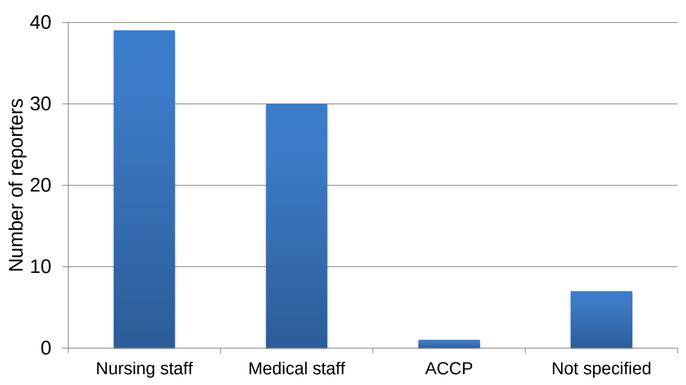
Our project initiation faced challenges: learning conversations were perceived negatively and a cynicism resulted. To overcome this we:

- Listened to concerns
- Realised the disconnect between what was promoted at meetings and what was reaching frontline staff
- Increased bedside conversations
- Included other key members in project team
- Altered approach to discussing project learning

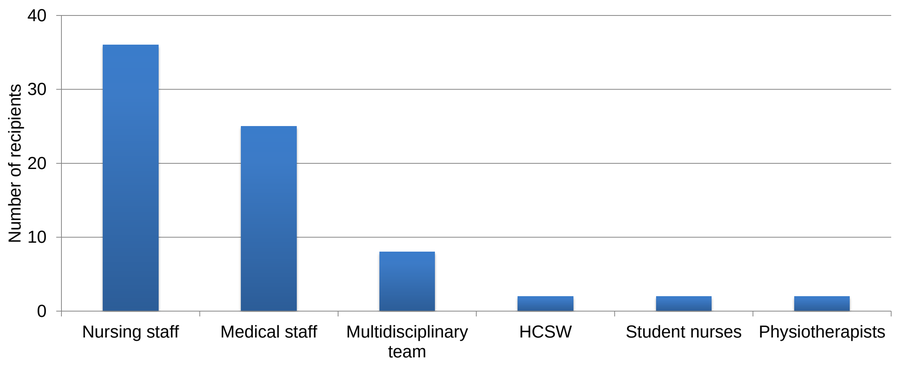
Achievements

Following the initial challenges the impact was positive. Reporting increased steadily with nearly 40 reports submitted in 5 months and over 80 reports in total to date. Staff verbally reported an increased sense of appreciation and positivity and there was engagement with reflection. A successful bid was made to become a test site for use of the Datix platform for on-line reporting.

Word cloud from early Greatix reports



Reporters by staff group



Recipients by staff group

Dream

The goal is to train team members in appreciative inquiry with the aim of optimising the learning opportunities. We hope to promote and encourage the use of the Datix I.T. platform to efficiently review and group reports into key learning themes. Ultimately we will aim to use reports to identify areas of practice to focus Q.I. work.

Destiny

Supporting all multidisciplinary staff in attending weekly Q.I. meetings to continue as a forum for sharing learning. Working together with other local initiatives and established links in PICU to support growth of Learning from Excellence within NHS GG+C and to create shared learning opportunities.

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