

The Excellence Reporting Project

(The ER Project)

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Introduction:

- We implemented Excellence Reporting (ER) on the emergency department (ED) of the Elisabeth TweeSteden Hospital (Tilburg, Netherlands)
- As the first hospital in the Netherlands we conducted a pilot study, to analyse the effects of peer-reviewed ER on employees and the influence on the existing patient safety culture
- We expect that ER in healthcare will create new opportunities for learning and will improve resilience and staff morale. We also expect to see a positive effect on patient safety culture in our study
- After our pilot we started a multi-center study with the Onze Lieve Vrouwe Gasthuis (OLVG, Amsterdam) and the Isala Hospital (Zwolle)

Methods

- Before the introduction of ER, we conducted the COMPaZ questionnaire to evaluate the patient safety culture on our ED
- All employees of the ED's could give positive feedback to each other using pre-printed forms. We collected all forms and sent a copy to the person concerned
- We interviewed employees to evaluate the personal effects of ER
- Every week, we reported in our weekly newsletter
- Every month, the most interesting report was presented on a poster
- We will repeat the COMPaZ after 6 months to see if there are significant differences in patient safety culture by introducing excellence reporting

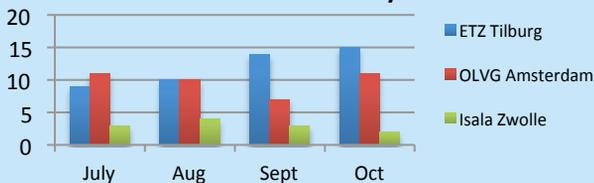


Figure 1: Pre-printed feedback forms

Table 1: Number of feedback forms during pilot



Table 2: Number of feedback forms during multi-center study



Results

- During our 6-month pilot, 171 ER feedback forms were returned
- Although we found lower numbers of returned feedback forms during our multi-center study compared to our trial, the feedback was increasingly useful
- Most feedback was about excellent communication and anticipating on daily workflow
- Employees we interviewed highly appreciated the positive feedback and said their self-confidence increased
- In total 134 COMPaZ questionnaires were returned

Examples:

"To swaddle an infant immobilises and comforts him, allowing you to help him quickly." (direct improvement of patient care)

"Personal visits from the health care coordinator to the short care/paediatric section of the ER. This led to an increased sense of involvement/team spirit with the employees of these sections." (improvement of care, coordination and morale)

Conclusion

Introduction of peer-reviewed excellence reporting on our emergency department was highly appreciated by employees, increased their self-confidence and seems to improve staff morale. A follow-up study, using the COMPaZ questionnaire as an objective measure for patient safety culture, is performed as a multicentre trial to further evaluate the effects of ER.

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